



# AGENT MANUAL



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# WHO WE ARE

## Mission Statement

Concordia University Wisconsin is a Lutheran higher education community committed to helping students develop in mind, body, and spirit for service to Christ in the Church and the world.

## Welcome from Office of International Education

We are excited to have you join us in our mission to attract and engage talented students from around the globe. At Concordia University Wisconsin we pride ourselves on our commitment to helping students grow in mind, body, and spirit.

This manual is designed to provide you with an overview of our processes and key information to help you support students through the application process to our undergraduate and postgraduate programs.

Your role as recruiting agents is vital in sharing our Concordia story and welcoming future students to our diverse and caring community. Together, we can assist students in their personal and professional growth.

Thank you for being a part of the journey for our future students.

*Michelle Reina, AVP International Affairs*

**FOUNDED IN 1881**

## International Support

Concordia University is a lively learning institution with a diverse student population including more than 1,000 international students from over 40 countries. We want to ensure that your students have a positive and enriching experience while on our campus. Concordia has a dedicated International Student and Scholar Services (ISSS) office. Our ISSS staff will assist your students with a wide range of important and practical information to help make their transition into our university and community as smooth and comfortable as possible. The ISSS office also assists with OPT/CPT information and processing.

# FAST FACTS

  
**#1 SAFEST**  
COLLEGE CAMPUS  
IN WISCONSIN

  
**OVER 1,000**  
INTERNATIONAL  
STUDENTS  
FROM 16 DIFFERENT COUNTRIES


  
**CHAPEL 5 DAYS A WEEK &**  
WORSHIP SERVICE ON SUNDAY

  
**24-HOUR**  
**GYM**

  
**35+**  
**STUDENT**  
ORGANIZATIONS

  
**3,192**  
UNDERGRADUATE  
STUDENTS

  
**3,701**  
GRADUATE  
STUDENTS

  
**200 ACRES OF BEAUTIFUL CAMPUS**



# WORKING WITH US

## What You Can Expect from Us

- Onboarding and training for new partners
- Consistent communication
- Timely application decisions and I-20 processing
- Routine program updates
- Invitation to campus for familiarization visit. We welcome visits from agents at your agency's expense. We will assist with arrangements and provide some meals.
- Punctual payment of commissions

## What We Expect from You

- Clarity and honesty in communication with potential students
- Thorough vetting to identify only qualified leads
- Effective marketing and accurate representation of our institution
- Informed counseling, application assistance, and pre-departure orientation
- Transparent fee structure
- Compliance with all local and U.S. regulations
- Collaboration on events (fairs, counselor visits, webinars, etc.)
- Prompt notification of any changes to your agency's name, address, point of contact, banking account, or other company changes
- Overall, ethical recruitment practices

## Promotion/How We Can Assist

- Provision of marketing materials
- Webinars with students
- Social media – We encourage your staff to follow CUW on Facebook, Instagram, etc.

## Commissions

- Commissions are paid twice annually on June 30 and December 30
- Your agency must be identified by the student at the time of application
- Commission rates can be found in your signed partnership agreement
- Commissions are calculated based on tuition paid. If a student has not paid tuition, a commission cannot be paid.

## Contracts/Renewals

- Current contracts are reviewed every two years. We will examine a wide range of factors when considering renewals.

## English Proficiency & Application Process

### UNDERGRADUATE REQUIREMENTS

- GPA equivalency of a 2.5 on a 4.0 scale
- English proficiency test scores
- ACT/SAT not required

### GRADUATE REQUIREMENTS

- GPA equivalency of 3.0 on a 4.0 scale
- English proficiency test scores
- GRE or GMAT not required

### HOW TO APPLY

Complete the free online application: [cuw.edu/apply](https://cuw.edu/apply).

Submit your documents:

#### For Undergraduate

- Unofficial transcripts and diplomas from all schools attended or currently attending, in English as well as the native language. Final official transcripts are required prior to enrollment.
- English proficiency test scores
- Copy of your passport and visa if applicable

#### For Graduate

- Unofficial transcripts and diplomas from all schools attended or currently attending, in English as well as the native language. Final official transcripts are required prior to enrollment.
- English proficiency test scores
- Copy of your passport and visa if applicable
- Resume
- Two (2) letters of recommendation from previous teachers and/or employers
- Statement of purpose that specifically explains what program you are applying to and why you want to attend CUW

## In-Person Classes

Concordia's in-person classes allow students to receive personalized attention from faculty. Students will never feel like "just a number." Our faculty offer students the attention and support that is needed for them to succeed. International students are required to attend in-person courses in order to maintain their immigration status.

## CUW ADDITIONAL REQUIREMENTS

- Proof of funding for a minimum of one year of study in the form of a bank statement, loan, etc. If a relative or parent is sponsoring you, please submit a letter of support to accompany the funding. .
- Upon acceptance to the University, a nonrefundable deposit is required. This is not an additional fee, but a payment that secures your spot at the university and is put towards your tuition upon arrival.

# UNCOMMON PROGRAMS

## UNDERGRADUATE



### BUSINESS & ENTREPRENEURSHIP

Accounting, Business Analytics & Organizational Performance, Business Communication, Finance, General Business, Hospitality & Event Management, Human Resource & Strategic Leadership, Management, Marketing, Sport & Entertainment Business, Entrepreneurship



### HUMANITIES & COMMUNICATION

Classical Education, Mass Communication, English, History, Justice & Public Policy, Music, Philosophy, Political Science

**PRE-PROFESSIONAL PATH:** Pre-Law



### EDUCATION

Early Childhood Education, Elementary Education, Special Education, Secondary Education (Science, Social Science, English & Language Arts, Math), K-12 Education (Art, Business, Music, Physical Education)



### ART & DESIGN

Art, Visual Communication, Illustration, Interior Architecture & Design



### THEOLOGICAL STUDIES

Biblical Studies, Director of Church Ministries, Parish Music, Theological Languages, Theology

**PRE-PROFESSIONAL PATHS:** Pre-Deaconess, Pre-Seminary



### HEALTH SCIENCES

Athletic Training, Biochemistry, Biology, Biomedical Sciences, Chemistry, Communication Sciences & Disorders, Exercise Physiology, Nursing, Pharmaceutical Science, Public Health, Radiologic Technology, Diagnostic Medical Sonography

**PRE-PROFESSIONAL PATHS:** Pre-Dental, Pre-Medical, Pre-Occupational Therapy, Pre-Optometry, Pre-Pharmacy, Pre-Physical Therapy, Pre-Physician Assistant, Pre-Speech Pathology



### STEM

Biochemistry, Biology, Chemical Engineering, Chemistry, Computer Science, Data Science & Mathematics, Environmental Science, Environmental Studies, Horticulture, Industrial Engineering, Mathematics, Pharmaceutical Sciences



### APPLIED SOCIAL & BEHAVIORAL SCIENCE

Justice and Public Policy, Philosophy, Political Science, Psychology, Public Health, Social Work



# SCHOLAR PATHWAYS

Concordia University Wisconsin offers 9 different programs that help you earn two degrees at an express pace.



### BUSINESS SCHOLARS

4 YEARS | BS & MBA



### BUSINESS FAST TRACK

5 YEARS | BS & MBA



### COMPUTER SCIENCE SCHOLARS

4 YEARS | BS & MS



### DOCTORATE - OCCUPATIONAL THERAPY

5 YEARS | BS & OTD



### DOCTORATE - PHYSICAL THERAPY

6 YEARS | BS & DPT



### MASTERS - OCCUPATIONAL THERAPY

4.5 YEARS | BS & MOT



### MASTERS - ATHLETIC TRAINING

4 YEARS | BS & MSAT



### PHARMD EARLY ASSURANCE

7 YEARS | BS & PHARM D

## GRADUATE\*

### MASTER OF BUSINESS ADMINISTRATION or MBA IN...



Accounting, Communications & Public Relations, Finance, Healthcare Administration, Human Resource Management, Innovation & Entrepreneurship, Leadership, Management, Management Information Systems, Nonprofit Management & Public Administration, Operations Management & Analytics, Research for Business Applications, Strategic Marketing, Sustainability



### MASTER OF SCIENCE IN BUSINESS ANALYTICS

Finance & Accounting, Information Systems, Management, Human Resources, Marketing



### MASTER OF SCIENCE IN COMPUTER SCIENCE

Software Engineering, Information Systems, Business Data Applications

\*STEM options available in each program

# PAYING FOR EDUCATION

## Tuition & Fees

- Undergraduate tuition for full-time students is approximately \$34,950 per year
- Graduate tuition is based on the program

A full tuition and fee breakdown can be viewed here: [www.cuw.edu/international](http://www.cuw.edu/international)

## Financial Aid

The average undergraduate student receives \$17,000 annually in scholarships and grants. There are limited institutional scholarship opportunities for international undergraduate students. Students will receive an aid form to fill out electronically upon acceptance to the university.

The only financial assistance available for international students is offered to graduate students in the form of graduate assistantship positions. Graduate assistants undertake to work 20 hours per week for one calendar year. International students are also eligible for limited on-campus student worker positions. Learn more about financial aid here: [www.cuw.edu/financialaid](http://www.cuw.edu/financialaid)

## Tuition Payment

The payment of tuition and fees for the upcoming term are due before the first day of each term. Tuition can be paid via check, CashNet, or credit card. You can check your student account balance by logging in to the online student portal ([my.cuw.edu](http://my.cuw.edu)) or by contacting the cashier's office at **262.243.2609**, or by email at [CUWCashierDepartment@cuw.edu](mailto:CUWCashierDepartment@cuw.edu).

# HOUSING

## On-Campus

Available for undergraduate students and graduate students. Please check out the Residence Life page for more information regarding on-campus housing: [www.cuw.edu/residencelife](http://www.cuw.edu/residencelife). You can apply for housing at [my.cuw.edu](http://my.cuw.edu). Please note, that temporary housing is not available.

## Off-Campus

Begin your housing search early! A student will typically not need a social security number to rent.

*It is recommended for students to live within 40 km of campus for a better student experience*

# CLIMATE

When it comes to weather, Wisconsin is a state of extremes. Although summers are often hot and humid with temperatures averaging 80°F (27°C), winters can be very cold. In the middle of winter, high temperatures average 25°F (- 4°C). The average annual snowfall is 35 inches (89 cm). Autumn and Spring are mild.

Luckily, the entire Concordia University Wisconsin campus is connected by miles of tunnels, so you stay at perfect temperature all year. Oftentimes in the winter, the combination of the actual temperature and the wind speed produces what is called 'wind chill', which actually makes the air feel even colder than it is. Therefore, **it is critical to dress appropriately when going outside in the winter**. A warm jacket, gloves, and a hat are a must. Boots and a scarf are also highly advised.



# STUDENT HEALTH

## Student Support & Services

Student Health Center strives to work in partnership with students to meet their health needs while on campus. We are a convenient, efficient, confidential, and affordable clinic right on campus. The health center is staffed by nurses, nurse practitioners, and physician assistants.

### Services Include:

- Assessment, diagnosis, and treatment of illness and injury
- Physical exams (sports, program requirement)
- Pre-travel assessments
- Allergy injections (with instructions and serum from the student's allergist)
- On-site lab testing
- Immunizations
- TB skin test and TB blood test
- Urine drug screen
- Pulse oximetry, peak-flow measurement, and nebulizer treatment
- Basic wound care
- Electrocardiogram (ECG)
- Well woman exams
- STI testing
- Equipment to lend, such as crutches or wheelchairs
- Access to common, over-the-counter medications in the self-care station just outside our door
- Referral to community specialists
- Cooperation with the student's primary care provider for continuity of medical care

## Counseling

The Concordia University Wisconsin Counseling Center staff is here to provide **FREE** caring, competent counseling to students in a confidential setting whenever you need us. We even have comfort dogs on staff if you need non-human companionship. Treatment needs that involve services outside the scope of the Concordia Counseling Center, such as a psychiatric consultation, medication evaluation, or specialty counseling will result in appropriate referrals. In these cases, the individual is responsible for any costs associated with outside services. For additional information, please visit the Counseling Center webpage: [www.cuw.edu/counseling](http://www.cuw.edu/counseling).

# DEFERRAL & TRANSFER

## Deferral Process

Deferring an I-20 is a \$100 non-refundable fee. In some cases, a new application is required prior to a deferral being processed. International students accepted to the university may choose to defer/postpone their entry to a different term. To defer your acceptance, please complete the deferral request form and pay the deferral request fee in the international student hub. Once you submit the deferral Request form, the international admissions team will send you an updated acceptance letter and an updated I-20 (if you have submitted the necessary items).

If you wish to defer your I-20, please do so before the start date on the original I-20 to avoid cancellation status. Deferring an I-20 is a \$100 non-refundable fee. In some cases, a new application is required prior to a deferral being processed.

## Transfer Out/In Process

### TRANSFER OUT

If you receive your CUWAA visa and choose to attend another US institution, please log into the international student hub and fill out the Transfer Out Request form, complete with all required documents. Once we have that, our PDSO and Immigration Coordinator will review your request within 10 days. Please note that students must begin their courses at a U.S. university within 30 days of entering the U.S. Please stress to the student to use caution when planning to transfer out.

### TRANSFER IN

If you receive your visa through another US institution and wish to transfer to CUWAA, you must apply and be accepted to your CUWAA program of interest. Then, inform your current DSO of your intent to transfer out so they can send us your SEVIS record if you are eligible. You will be required to submit the following documents to CUWAA before we can issue a Transfer I-20:

- Non-refundable tuition deposit
- Official transcripts for the university which your visa has been approved through if you wish to receive transfer credit
- I-94 record
- US address
- Proof of funds for one year of study dated within the last 6 months

**Note:** If you plan to transfer on arrival without taking courses at the US institution from whom you received your visa, our start dates must align and we have to receive your SEVIS record before the start date of classes. If this does not happen, you will be required to start classes where you received your visa. Students are required to begin courses within 30 days of arriving in the US.

## Start Dates

- Five intakes a year for most graduate programs (January, March, June, August, October)
- Two intakes a year for undergraduate programs (January and August)

# AFTER ADMISSION

## Passport Information

Confirm that the student's passport is valid for entry into the U.S. If they do not have one yet, make sure they apply for a passport early. It should be valid for 6 months beyond the travel date of their stay in the U.S.

## I-20 Procedure

After the student has paid their tuition deposit, they will be emailed an invitation to our international student hub, where they can log in, request their I-20, and upload their passport and financial documents.

The international admissions team will issue an initial I-20 within 10 business days of submitting the request. Students will need to respond to emails sent requesting more information promptly.

## SEVIS I-901 Fee

To pay the SEVIS I-901 fee ([www.fmjfee.com](http://www.fmjfee.com)). The Student and Exchange Visitor Information System (SEVIS) I-901 fee must be paid at least three days before the student schedules their visa interview. Students should take their payment receipt to the interview and save it in case they are ever asked for proof of SEVIS fee payment.

## Visa

Students must apply for a F-1/J-1 student visa from the U.S. Embassy or Consulate in their jurisdiction. A valid student visa is required to enter the U.S. as a student. Once they receive their student visa, they should upload it to the international student hub. Students should note the earliest date they can enter the U.S. is 30 days before the program start date specified on their I-20 or DS-2019. Canadian citizens are exempt.

# PRE-ARRIVAL

## Mandatory Health Insurance

Concordia University requires all international students (F-1 and J-1 student visa holders) to have sickness and accident insurance. The cost of health care, especially hospitalization, is very expensive in the United States. Even a broken arm or an appendicitis can have a high cost associated with care. Therefore, students must have health insurance to protect themselves from the effects of these costs.

## Automatic Enrollment & Coverage

International students at Concordia University are automatically enrolled in the program and billed for the cost. We partner with iNext to enroll students in the iNext Essential plan to provide them with this illness and accident insurance plan.

## Airports

Students should fly into O'Hare International Airport (Chicago) ORD or General Mitchell International Airport (Milwaukee) MKE.

### TO GET FROM CHICAGO TO MILWAUKEE

Coach USA: [www.coachusa.com](http://www.coachusa.com)

### TO GET FROM MILWAUKEE TO MEQUON, OR OTHER DESTINATION

GoRiteway: [www.goriteway.com](http://www.goriteway.com)

Uber: [www.uber.com](http://www.uber.com)

Taxi MKE: [taximke.com](http://taximke.com)

Ozaukee County Transportation: [www.ozaukeetransit.com](http://www.ozaukeetransit.com)

Lyft: [www.lyft.com](http://www.lyft.com)



# MEET OUR TEAM

## Office of International Education



**Michelle Reina**

Assistant Vice President- International Affairs  
*michelle.reina@cuw.edu*



**Jessie Peters**

Immigration Coordinator  
*jessica.peters@cuw.edu*



**Mei Ma**

International Offshore Program Coordinator  
*mei.ma@cuw.edu*



**Margaret Leimkuehler**

Study Abroad Coordinator  
*margaret.leimkuehler@cuw.edu*



**Jennifer Tadeo**

Director of International Recruitment and Admissions  
*jennifer.tadeo@cuw.edu*



**Amber Schiessl**

Assistant Director of International Admissions Operations  
*amber.schiessl@cuw.edu*



**Katie Nevinski**

International Student Recruiter and Admissions Counselor  
*katie.nevinski@cuw.edu*



**Rebekah Kellogg**

International Student Recruiter and Admissions Counselor  
*rebekah.kellogg@cuw.edu*

