

INTERNATIONAL UN



FIU

Chapman
Graduate School
of Business

INTERNATIONAL RECRUITMENT AGENT
PROCESS AND RECRUITMENT MANUAL

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ABOUT FIU BUSINESS

First and foremost, we would like to thank you for being an agent of FIU Business. It is due in large part to your efforts that we are able to call FIU a truly international university. At this time, our agent network spans more than 80 countries and is growing. We hope that this manual will aid in your recruitment efforts and provide the best recruitment tools for our programs. Our Graduate Enrollment and Retention Management team is always available to assist you with any queries you may have.

This section is a brief description of FIU's Graduate School of Business to help agents provide accurate information to prospective students. As a reminder, your agreement only covers graduate level programs within the College of Business. Please note that any agreements with other departments may follow separate policies and procedures.

KEY FEATURES

There are many quality business schools—but few can match the depth and breadth our programs offer. Here's why we may be the best choice for your applicants:

- *Serious about adding international expertise.* Students will interact with global business leaders in the classrooms and hallways as teachers, guest lecturers, advisors and mentors, as well as at business events. Students will collaborate with peers from cultures around the world. Discover highly-specialized international business programs with our International MBA and Master of International Business.
- *Be where the world does business.* We are located in Miami, Gateway to the Americas. Students will immerse themselves in one of the most dynamic global business communities in the U.S. – home to 1,000+ multinational companies – with a powerful business presence from Latin America, the Caribbean, Asia, and Europe, a thriving international financial district, and influential government agencies.
- *Learn from the best.* FIU business programs are among the highest ranked nationwide, providing the competitive edge your students seek. We have been recognized as one of the “Best Colleges Business Programs 2014” by U.S. News & World Report in 2014, received top-level rankings from Financial Times three consecutive years, and Hispanic Business ranked our programs among the Top 10 MBAs for Hispanics. Students will learn from faculty with exceptional knowledge, practical business expertise, and enormous cultural diversity.
- *Reasonable tuition rates.* Students will earn a fully-accredited, highly-competitive business education at affordable rates. Rather than burden our students with years of stressful debt, FIU assures them an exceptional international business education now, helping students build greater financial freedom after graduation.
- *Accelerated programs.* Our programs are geared toward working professionals. We understand that earning a graduate degree is the next step in a student's career, and our programs are completed in less than 24 months.



RANKINGS AND RECOGNITION

The Florida International University College of Business remains worlds ahead in preparing Undergraduate and Graduate Business students, as well as, lifelong executive learners for leadership roles in the global market. FIU College of Business is among the top 5% of elite business schools worldwide accredited by the AACSB International – the Association to Advance Collegiate Schools of Business.

- **#1** Master's in Human Resource Management Program (*HR.com*, 2019)
- **#1** Real Estate Research Productivity, U.S., (*Journal of Real Estate Literature*, 2019)
- **#1** among the top business graduate schools for Physician-Executives for the Healthcare MBA (*Modern Healthcare*, 2016)
- **#6** Masters in Finance program, World (*Financial Times*, 2019)
- **#6** Masters in Marketing program, U.S. (*QS World University Rankings*, 2019)
- Top 10 among MBAs for Hispanics (*Hispanic Business*, 2014)
- **#12** International MBA Program (*U.S. News & World Report*, 2019)
- **#17** Online Masters in Business program (*U.S. News & World Report*, 2019)
- **#27** Full-Time MBA Program, U.S. (*América Economía*, 2019)
- **#51** Healthcare Management Program (*U.S. News & World Report*, 2019)
- **#77** in the world for the best MBA programs (*CNN Expansión*, 2016)
- **#70** Public Part-Time MBA Program (*U.S. News & World Report*, 2019)
- **#103** Part-time MBA Programs (*U.S. News & World Report Best Graduate Schools*, 2018)



APPLICATION PROCEDURES AND ADMISSIONS STANDARDS

FIU runs on rolling admissions; a process by which students are eligible to apply up to one year in advance of their intended entry term and are eligible to transfer their application to future terms under select circumstances. Please refer to the program descriptions for specific start term information.

Students must have earned a Bachelor's degree or equivalent from an accredited/recognized institution and maintain a minimum of 3.00 grade point average on the U.S. grading scale in the last 2 years of undergraduate education. Our admissions officers evaluate the transcripts and convert the grading scales in-house with required English-language translations. All non-native English-speaking international students must demonstrate English ability using the TOEFL or IELTS exam. Students must submit GRE or GMAT scores for admission, unless meeting waiver criteria per program requirements. All students must show financial capability to pay for the program of interest. These requirements are explained below and in the application checklist.

With the guidelines from this handbook, academic advisors can judge, in most cases whether a particular student will meet the admissions standards. If there is any uncertainty, the Office of Graduate Enrollment and Retention Management can be consulted. Although applications are not evaluated officially until all materials (including the application fee) are received, the Office of Graduate Enrollment and Retention Management can offer advice about whether a particular application meets the minimum admission criteria; this is not a guarantee of acceptance. The Office of Graduate Enrollment and Retention Management holds sole authority for granting admission. Agents will not make admissions decisions, but may offer suggestions to potential students only.

Our application is fully online. The direct link to the application is available on our agent website and in the Quick Links section of this handbook. Official documents must be sent via courier to the Office of Graduate Enrollment and Retention Management, with a cover sheet indicating your agency contact information, to the following address:

Staci Bernhard

Florida International University

Chapman Graduate School of Business

11200 Southwest 8th Street, CBC 200 Miami, FL 33199 USA

A sample agency cover sheet is included in the Recruitment Tools section of this handbook. If you have an agency-specific coversheet you currently use, please feel free to use this instead. Please direct all questions to the Office of Graduate Enrollment and Retention Management, NOT the applicants program of interest. Questions can be sent to cobagents@fiu.edu or sbernhar@fiu.edu.

APPLICATION DEADLINES

The Graduate School of Business runs on rolling admissions. The Office of Graduate Enrollment and Retention Management requires time to evaluate applications after all the application materials are received. Files cannot be evaluated until the application fee, transcript, and test scores have been received. Application deadlines are as follows:

Fall (August) intake: July 15

Spring (January) intake: November 30

ENGLISH-LANGUAGE REQUIREMENT

Students who come from non-English-speaking countries must take the TOEFL or IELTS to be admitted. For TOEFL, an overall score of 550 on the paper-based test or 80 on the internet-based test is required for admission. For IELTS, a 6.5 overall score is required. We also accept the PTE with a score of 53. FIU does not offer conditional admission based on language proficiency. Files will not be reviewed without minimum scores being met. A list of exempt countries can be found in the Recruitment Tools section. If there is any question regarding whether the TOEFL or IELTS are required, please contact the Office of Graduate Enrollment and Retention Management.

APPLICATION MATERIALS

Please refer to Application Checklist in the Recruitment Tools section.

Entrance to FIU's Graduate School requires a 3.00 undergraduate GPA on a 4.00 scale. Applicants with a three-year bachelor's degree will be reviewed on a case-by-case basis. Applicants must submit official transcripts, official translations if not issued in English, and copies of diplomas from all institutions attended. Secondary School transcripts are not required.

Business students must also have a minimum GMAT score of 500 or comparable on the GRE. Please refer to the program summaries for specific GRE score requirements. The GMAT/GRE requirement can be waived for select applicants based on 4 years of professional work experience post-graduation from an undergraduate degree program.

- Applicants must submit a current resume outlining position, duties, and dates of employment. Programs may request employment verification.
- Applicants must submit a statement of purpose. This should be a brief essay explaining the applicant's goals and how the degree of interest would help them achieve these.
- Applicants are required to submit 2 letters of recommendation from current employers or professors that can accurately gauge the applicant's performance.
- Applicants from a non-native English-speaking country must submit TOEFL or IELTS scores as outlined above.

FINANCIAL AID

The Graduate School of Business has its own dedicated Financial Aid office. Financial Aid is available to international students, however, scholarship funding is limited.

The Chapman Graduate School of Business offers a number of scholarship opportunities provided through the generosity of both individuals and corporations. Most scholarships are awarded in the summer for the following academic year. Scholarship awards will vary in amount, depending on the scholarship, the qualifications of the recipient, and the number of qualified applicants. To be eligible to apply for scholarships, applicants must be seeking a degree in a program offered within the college.

A limited number of assistantships are available through the college to the most qualified students, for more information please contact your program director to inquire if your program of interest offers assistantships. More information on financial aid opportunities can be found in the Quick Links page in this handbook.



ENVIRONMENT

As Miami's first and only public research university, offering bachelor's, master's, and doctoral degrees, FIU is worlds ahead in its service to the academic and local community. Designated as a top-tier research institution, FIU emphasizes research as a major component in the university's mission. For over four decades, FIU has positioned itself as one of South Florida's anchor institutions by solving some of the greatest challenges of our time. We are dedicated to enriching the lives of the local and global community. With a student body of nearly 54,000, we are among the top 10 largest universities in the nation and have collectively graduated more than 200,000 alumni.

FIU has two major campuses: Modesto A. Maidique Campus (MMC) in West Miami-Dade County and Biscayne Bay Campus in North Miami Beach. FIU also has various other locations which include the Engineering Center, near MMC; FIU at I-75 in Miramar; the business center in Downtown Brickell; and Miami Beach Urban Studios (MBUS) in South Beach. In addition to our campuses, FIU operates vital research and cultural centers in South Florida such as the Aquarius underseas research program, The Jewish Museum of Florida-FIU and the Wolfsonian FIU art and history museum in Miami Beach.

The graduate programs in business are offered at MMC, the Downtown on Brickell center, or FIU at I-75. Please refer to the program description for the location.



Modesto A. Maidique Campus (MMC) is our first campus which evolved from a number of trailers and portables to one of the largest universities in the country.



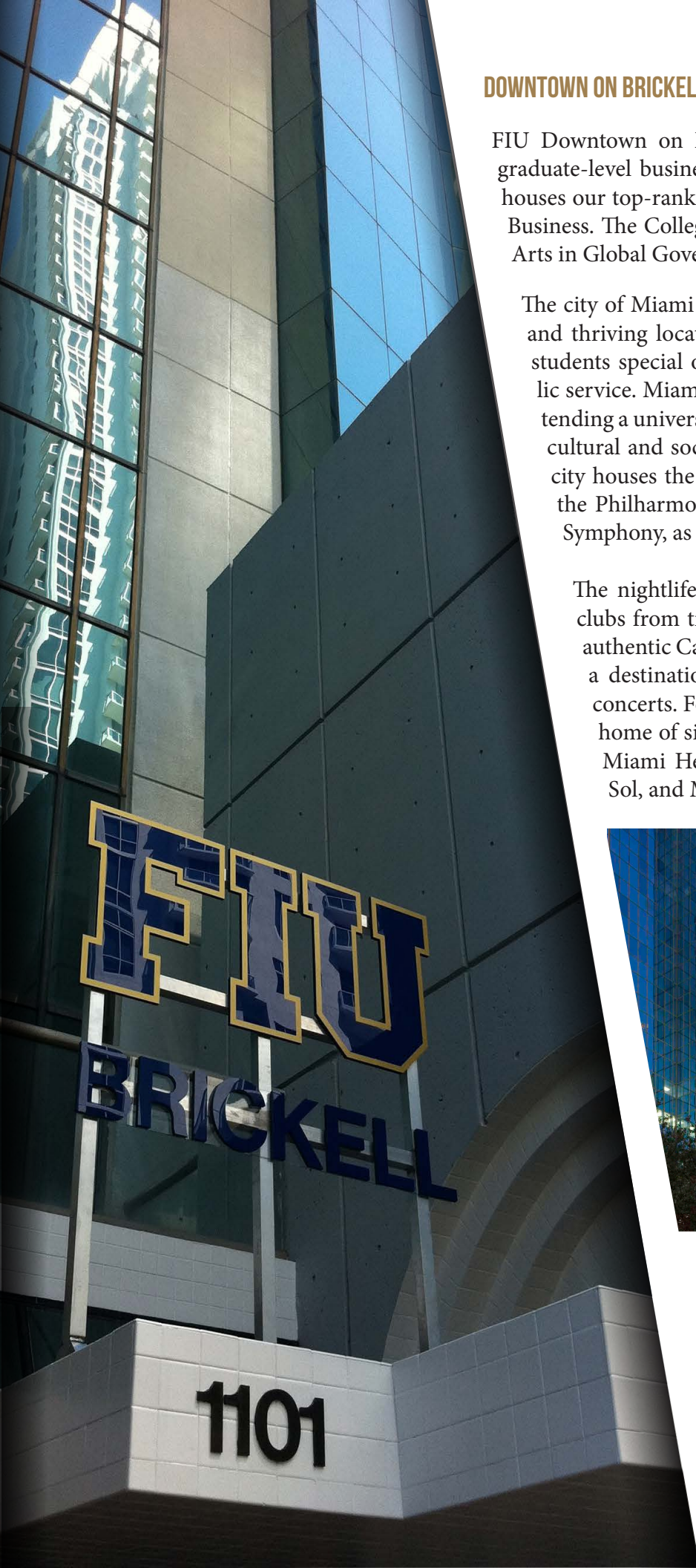
FIU at I-75 in Miramar offers select, high quality undergraduate programs from our colleges. With early morning, evening and weekend courses, as well as fast-track programs, and is especially popular for adult learners with busy schedules

DOWNTOWN ON BRICKELL

FIU Downtown on Brickell, located in downtown Miami, offers graduate-level business courses for busy professionals. This center houses our top-ranked MBA programs for the Chapman School of Business. The College of Arts and Sciences also offers a Master of Arts in Global Governance.

The city of Miami with its subtropical climate, cultural diversity, and thriving location provides Florida International University students special opportunities for teaching, research, and public service. Miami offers students the academic advantage of attending a university in a major urban environment as well as the cultural and social advantages of such a vibrant location. The city houses the Greater Miami Opera, the Miami City Ballet, the Philharmonic Orchestra of Florida, and the New World Symphony, as well as several major museums.

The nightlife of Miami offers a variety of restaurants and clubs from trendy South Beach and Coconut Grove to the authentic Caribbean cuisine on Eighth Street. Miami is also a destination for many top Broadway shows and major concerts. For those students who love sports, Miami is the home of six professional sports teams: Miami Dolphins, Miami Heat, Florida Marlins, Florida Panthers, Miami Sol, and Miami Fusion.



The cultural and ethnic diversity of this international city is accentuated in annual festivals, such as the Calle Ocho Festival, the Goombay Festival, Art Deco Weekend, and the Coconut Grove Arts Festival.

The academic year is highlighted by many exciting events and activities for FIU students and enhanced by our annual average temperature of 77 degrees and over 300 days of sunshine.

INTERNATIONAL STUDENTS AND CULTURAL DIVERSITY

FIU has a dedicated International Student and Scholar Services (ISSS) office. We pride ourselves in being a truly international university and we are glad your students chose FIU, a leading urban public research university focused on student learning, innovation, and collaboration, for their education. FIU is a dynamic institution of learning with a diverse student population with more than 3,500 international students from over 140 countries.

As an international student or exchange visitor to our university, we want to ensure that your students have a positive and productive experience. Staff at ISSS can assist your students with a wide range of important and practical information to help make your transition into our university and community as smooth and comfortable as possible.

We serve a diverse community of students made up of 61% Hispanic, 15% white non-Hispanic, 13% Black, 4% Asian or Pacific Islander, and 7% other minorities.

FIU has student organizations that support many cultures and religions. Students are encouraged to join.





AGENT PROCEDURES

GENERAL AGENT RESPONSIBILITIES

We expect that agents will give accurate information about FIU, including which programs are available, the amounts of fees charged by FIU, possibilities for financial aid, and FIU's location and environment. Agents should discuss with prospective students the possibility of applying to FIU.

If FIU is the best option, you should help them with the application process. It is expected that all agents will work with the administration to ensure students are following the application, arrival, and academic requirements as stated. Agents that do not follow these policies or those outlined in the Letter of Agreement dually signed by the agency and the university will not be renewed and are subject to termination. Agents are considered valuable to FIU when they communicate honestly and frequently with the Chapman Graduate School of Business Office of Graduate Enrollment and Retention Management.

We expect agents to assist the student to send all required application materials including the application fee of \$30.00 USD (payable online by credit card), and to help the student fill in the forms correctly. Instructions accompany all the forms and are relatively self-explanatory. For our clarity, please use the English alphabet on all forms, with no special symbols or letters that are not part of the English alphabet.

Agents must not guarantee that a particular student will be admitted. However, since information about admission standards is available, agents can consult with the Office of Graduate Enrollment and Retention Management by e-mail if clarification is necessary. For example, stating to us that we should accept a student that has a 79 TOEFL, a high GPA and excellent work experience will not guarantee that he or she is accepted. FIU holds sole jurisdiction over admissions.

CHARGES AND COMMISSION PAYMENTS

Students are billed a deposit at the time of admission. The tuition is billed upon registration. Agents must not collect money for these purposes; these payments should be remitted direct to the university by the student.

To help us to ensure that agents are credited with sending students, agents should include a cover letter with each submitted application sent via courier. If documents are not sent via courier, an email with the applicant's information is required.

Agent commissions are sent out twice a year, in December and May. Commission payments are only made for students that have successfully completed their first term and whose accounts are in good standing.

Commission invoices should include the following information:

- Agency Name and Address
- Banking Information
- Student Name, Student ID number (FIU Panther ID), Program of Enrollment

Commission amount for each student (refer to Exhibit A of Letter of Agreement or Annual Update from FIU)

A guide is available for agents that have not yet processed a commission request. This is available via a request to cobagents@fiu.edu.

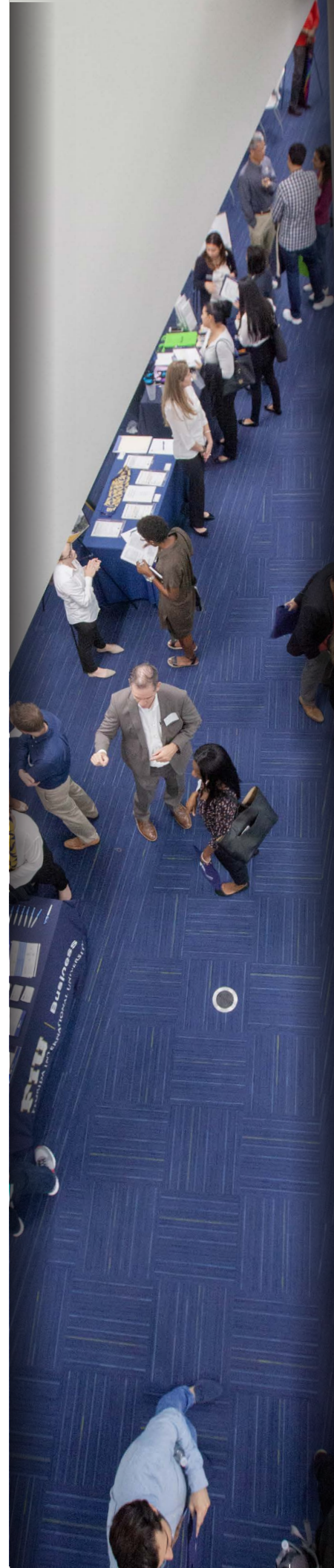
COMMUNICATION WITH FIU BUSINESS

Usually the best way to communicate with us is by e-mail, but we also use regular mail, fax, FedEx or DHL, Skype, and calling during our office hours. Please be sure that we have current contact information (e-mail address, postal address, fax number), and notify us if there are any changes. Send your changes to cobagents@fiu.edu.

CAMPUS VISITS

We welcome agents who would like to visit the campus. Please contact us to make arrangements. No travel arrangements are covered by the university; visits are at the agent's expense.

If you are visiting Miami for the ICEF or AIRC conference, please be sure to contact our office. We would love to schedule a meeting to review our current relationship. We offer a FAM Tour each year during the ICEF Miami conference, as our current agent, you are welcome to attend. The invitation for this event is sent out 2-4 weeks prior to the event.



THINGS STUDENTS SHOULD KNOW BEFORE TRAVELING

IMMIGRATION REQUIREMENTS

FIU requires a copy of the applicant's passport in order to issue the I-20. If the applicant is applying with dependents, passport copies for each person will be required. FIU will issue the Form I-20 at the time of admission as long as all financial documentation is submitted and complete. It is the student's responsibility to obtain a visa. Students must meet full-time enrollment to remain in status. Students in the Graduate School of Business are preregistered and will automatically qualify for full-time status.

HEALTH REQUIREMENTS AND RECORDS

Students are required to submit immunization documentation and proof of medical insurance to Student Health Services. A link with more information can be found in the Quick Links section.

ISSS CHECK-IN

All international students are required to check in with the International Student and Scholar Services Office as soon as they arrive on campus. There is a mandatory orientation for all international students; this is separate from the program orientation. Students must bring the following documents to ISSS upon check-in:

Valid Passport

- F-1 Visa stamped into the passport
- Form I-20
- Form I-94 Arrival Record

SMOKING POLICY

FIU is a smoke free campus. Please advise students of this reality. Smoking is not permitted anywhere on campus grounds inside or outside. In the U.S., smoking is not permitted in public buildings and in many restaurants.

HOUSING

FIU does not have on-campus housing for graduate level students. There are several university sanctioned, fully furnished housing options near the campus, as well as other off campus housing opportunities. These can be accessed at <http://www.fiuoffcampushousing.com>

QUICK LINKS

FIU Business Agent Website	https://business.fiu.edu/agents/
Online Application <i>* Be sure to select All Other Business Masters Application from the list.</i>	http://gradschool.fiu.edu/admissions.shtml
FIU Business Financial Aid Information	https://business.fiu.edu/graduate/financial-aid.cfm
FIU Student Health Services	http://studentaffairs.fiu.edu/wellness/student-health/
FIU International Student and Scholar Services	https://globalaffairs.fiu.edu/iss/
FIU Business Online Campus Tour	https://business.fiu.edu/tour/

RECRUITMENT TOOLS

TOEFL EXEMPT COUNTRIES

Antigua and Barbuda	Guyana	Saint Kitts and Nevis
Australia	Ireland	Saint Lucia
Bahamas	Jamaica	Seychelles
Barbados	Kenya	Sierra Leone
Belize	Kiribati	Singapore
Bermuda	Liberia	South Africa
Botswana	Malawi	St Vincent and the Grenadines
Brunei Darussalam	Malta	Swaziland
Canada	Marshall Islands	United Republic of Tanzania
Cayman Islands	Mauritius	Trinidad and Tobago
Christmas Island	Micronesia, Federated States	Uganda
Dominica	Montserrat	United Kingdom
Eritrea	Namibia	United States
Falkland Islands (Malvinas)	New Zealand	Vanuatu
Fiji	Nigeria	Virgin Islands (British)
Gambia	Papua New Guinea	Virgin Islands (U.S.)
Ghana	Philippines	Zambia
Grenada	Rwanda	Zimbabwe
Guam	Saint Helena	

Agency Name	
FIU Application Number or Panther ID	
Applicant First Name	
Applicant Last Name	
Applicant Program	
Application Term & Year	
Applicant Email	

Address materials to:

Staci Bernhard

Senior Manager

Florida International University

Alvah H. Chapman Jr. Graduate School of Business

11200 SW 8th St, CBC 200 Miami, FL 33199



FLORIDA INTERNATIONAL UNIVERSITY

Enclosed please find the following documents for the above applicant: (check all that apply)

- Application fee payment confirmation – \$30 USD
- Undergraduate transcripts – all institutions, sealed envelope from institution
- Copy of diploma from undergraduate institution
- DCF Form, signed
- Sponsor letter
- Bank letter
- Letters of recommendation – 2
- Statement of purpose
- Resume/CV
- Passport photocopy
- Test scores – GRE/GMAT – photocopy of applicant copy
- Test scores – TOEFL/IELTS – photocopy of applicant copy

Remarks:



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