



ISEP Coordinator Handbook
Exchange and Direct Hosts

Updated October 2024

ABOUT ISEP	6
The ISEP Team.....	6
ISEP’s Task Forces.....	7
ISEP Council of Advisors.....	8
ISEP Board of Directors.....	8
ISEP COIL Academy.....	8
ISEP’s Partnership with The Forum on Education Abroad.....	8
ABOUT THE ISEP COORDINATOR HANDBOOK.....	9
ISEP PROGRAM TYPES	9
ISEP Exchange	9
ISEP Direct	9
ISEP Short-Term Programs.....	9
ISEP Internship Programs	9
Full-Time Internships with The Intern Group.....	9
Internships at ISEP Member Institutions.....	10
ISEP ANNUAL CALENDAR.....	10
WHAT ISEP EXPECTS OF MEMBER INSTITUTIONS.....	14
ISEP’s Membership Policies and Standards.....	14
Click here for a full current list of ISEP’s Member Policies and Standards.....	14
Sample ISEP Orientation (Mandatory for all inbound students).....	14
Institution-related information specific to ISEP students:.....	14
Institution-related activities:.....	15
Host country information:.....	15
ANNUAL DUES FOR ISEP MEMBERSHIP.....	15
ISEP DIRECT HOSTS	15
What ISEP Expects of Member Institutions.....	15
ISEP Direct Cost Agreements (This information is only applicable for members who host ISEP direct programs.).....	16
Completing Cost Agreements.....	16

Cost Agreement Considerations.....	16
HEALTH AND SAFETY.....	17
ISEP Emergency Phone Number.....	17
ISEP’s Health and Safety Program for Students.....	17
Mental Health Resources – AXA Behavioral Health Support.....	17
ISEP Health & Safety Policy.....	18
ISEP’s Promise.....	18
ISEP PORTAL.....	18
Coordinator Portal.....	18
The ISEP Coordinator Dashboard.....	18
Announcements.....	18
Coordinator Resources.....	19
Managing Your Outgoing Students.....	19
Accounts Created.....	19
Requests to Begin Application.....	19
Outgoing Applications.....	19
Acceptance Package.....	20
Managing Your Incoming Students.....	20
Information Needed.....	20
Information for Confirmation.....	20
Pre-Departure Information.....	21
Course List In-Progress.....	21
To Be Confirmed.....	21
My Students.....	21
Exchange Balance Reports.....	21
Student Portal.....	23
Application Process and Timeline.....	23
Finance and Fees.....	24
Application Fees (USD \$100) *.....	25
Placement Fees/Direct Deposits (USD \$450) *.....	25

ISEP Exchange Fees.....	25
ISEP Direct Program Fees*	26
ISEP Health and Safety Program Fees*	26
Managing Invoices.....	27
Invoice Due Dates and Late Fees.....	27
Credit Card Fees.....	28
Financial Aid Deferral Form	28
ISEP ALUMNI NETWORK.....	28
ISEP SCHOLARSHIPS	29
ISEP Accessibility Scholarship.....	29
ISEP Africa for All Scholarship.....	29
ISEP Community Scholarship.....	29
ISEP Founders Fellowship.....	29
ISEP French and German Language Annette Kade Fund Scholarship.....	29
ISEP Member Institution Scholarships	30
Friends of the University of Auckland US/NZ Exchange Awards.....	30
Kansai Gaidai University Merit Scholarship.....	30
Massey University Scholarship	30
Massey University Global Student Athlete Award	30
Other Scholarships.....	30
VISA INFORMATION	31
Visas for Students Inbound to the United States.....	31
ISEP BRANDING AND MARKETING	31
ISEP Visual Brand	31
ISEP Typeface.....	31
ISEP Logo Variations	31
Using The ISEP Logo.....	32
Improper Logo Use	32
ISEP Marketing and Advising Toolkit	33
Digital Ambassador Program.....	33

HELPFUL LINKS AND RESOURCES	34
Advising, Pre-Departure, and Reintegration Resources	34
Communications & Marketing	34
Credit Evaluation	34
Finances.....	34
Health & Safety	34
Institution Membership	34
ISEP Programs.....	34
Student Placement.....	34
CONNECT WITH US.....	35

ABOUT ISEP

Founded in 1979 at Georgetown University, ISEP became an independent non-profit organization in 1997 and is now one of the largest study abroad membership networks in the world.

ISEP is committed to helping students overcome the financial and academic barriers to study abroad. In partnership with our member institutions, we are able to connect students to more than 350 high-quality academic programs at more than 300 universities in over 50 countries.

Regardless of academic major, socio-economic status and geographic location, we believe no one should be held back from being able to study abroad. Since our founding, we have sent over 60,000 students abroad.

The ISEP Team

You can learn more about ISEP's team on the [ISEP Staff page of our website](#).

[Member Relations](#)

The Member Relations team works closely with the staff at the institutions within the ISEP community. They are responsible for agreements, maintaining ISEP's membership standards and policies, and conduct most visits to the ISEP community.

[Student Services](#)

The Student Services team advises and assists students throughout their ISEP journey. From initial interest in ISEP, program selection and application, placement, enrollment, and return home, the Student Services team provides holistic support for each ISEP student. This team also manages student invoicing, transcripts, and insurance enrollment.

[Marketing, Communications, and Program Development](#)

This team facilitates all marketing and communications efforts within the ISEP community and coordinates ISEP virtual and in-person events. The Program Development team works to enhance the ISEP portfolio of programs to ensure we are meeting the needs of students and institutions across the community.

[Technology](#)

This team maintains the ISEP Portal, works with developers to maintain the ISEP website, and oversees all the technological components of ISEP's operations.

[Administrative](#)

The administrative team includes human resources, finance & accounting, office management, and fundraising.

[Executive](#)

ISEP's Executive Team includes the President & CEO, as well as the Vice Presidents that oversee each main ISEP team.

[ISEP's Task Forces](#)

[Health, Safety, & Emergencies \(HSE\)](#)

Led by the Director of Health, Safety, & Risk Mitigation, this task force meets regularly to oversee health and safety policies and projects at ISEP, debrief student health and safety incidents, and assess ongoing trends and needs across the globe and in ISEP communities.

[Identity, Diversity, Equity, & Accessibility \(IDEA\)](#)

The purpose of IDEA is to uphold and apply principles of Diversity and Inclusion as they relate to ISEP programs, students, members, and internal staff. The Taskforce hopes to expand opportunities for underrepresented populations throughout the ISEP community.

[Historically Black Colleges and Universities \(HBCU\)](#)

This task force aims to cultivate a community intentionally designed to deepen identities and foster a sense of global citizenship by promoting mobility to and from HBCU institutions.

[Indigenous Initiatives](#)

ISEP's Indigenous Initiatives Task Force builds on previous five-year projects to increase indigenous student participation, serve ISEP's Indigenous member universities, and ensure quality outcomes for all Indigenous peoples on ISEP's programs. In 2024, ISEP will embark on a relationship-building tour funded by a US Department of State IDEAS grant to create the logistics for cohorts of Native American students to go abroad to indigenous serving institutions and prepare to host indigenous students in return. The Indigenous Initiatives Task Force is made up of representation from among ISEP's staff.

[Sustainability](#)

ISEP's Sustainability Taskforce was created in 2023. The taskforce's mission is to facilitate a organizational culture that values sustainable business practices while also promoting student-driven opportunities to reduce the carbon footprint of global education. This includes ISEP commitment to organizational carbon tracking and reduction, sharing best practices with our ISEP community, and the continued building of awareness around climate justice.

[Employee Engagement](#)

The employee engagement committee seeks to enhance staff morale and create interdepartmental connections by hosting all-staff seasonal parties, creating informal spaces for staff to connect, and celebrating staff milestones.

[ISEP Council of Advisors](#)

The [ISEP Council of Advisors](#) is an advisory board made up of ISEP coordinators, nominated by themselves and elected by ISEP's membership to multi-year terms. The Chair of the Council of Advisors has an ex-officio position on the ISEP Board of Directors and speaks on behalf of ISEP's coordinator community. Each council member speaks for their institution and reports on issues important to their region as a part of two yearly council of advisor meetings. Councilors are required to serve on at least one working group that tackles issues among ISEP's membership or advance ISEP's mission in various ways.

[ISEP Board of Directors](#)

The [ISEP Board of Directors](#) governs ISEP Study Abroad and provides responsible oversight of the organization, working closely with the President and CEO as well as the executive team. Board members meet twice a year and are required to serve on committees, such as Finance or Governance, that steer the organization on a strategic level. Board members receive reports from ISEP's executive team, and the chair must make certain that the organization is legally, ethically, and financially responsible, in accordance with the bylaws and mission of ISEP. Members are nominated by board members for multi-year terms and represent ISEP's community and stakeholders.

[ISEP COIL Academy](#)

The ISEP Academy is a twice-yearly training opportunity for ISEP Member faculty. They receive training in COIL methodology and are matched with complementary faculty from ISEP's membership. Participants are trained by experts and are expected to develop a COIL component within a calendar year. Several alumni have used their COIL programs to launch in-person exchange and study abroad.

[ISEP's Partnership with The Forum on Education Abroad](#)

Thanks to ISEP's partnership with The Forum on Education Abroad, first-time Forum members receive discounted membership. These discounts are different for international and US members, so contact the Forum for detailed cost breakdowns. The Forum is a professionalization and certification organization that ensures quality international education outcomes. Forum Members receive discounts on the Forum's in-person and online events.

ABOUT THE ISEP COORDINATOR HANDBOOK

This Handbook is designed as a resource for ISEP Coordinators regarding ISEP policies and procedures and how to utilize our enrollment management system and member database, the ISEP Portal. The ISEP Coordinator Handbook details the processes related to coordinator responsibilities, including student applications, the placement process, the acceptance phase, pre-departure, and onsite student management.

ISEP PROGRAM TYPES

ISEP Exchange

- 50+ countries
- Integration into regular university courses or locally run programs for international students
- Options in English or in host language
- Students pay home tuition, room, and board
- Financial aid will transfer
- List up to 10 program choices

ISEP Direct

- 30+ countries
- Integration into regular university courses or locally run programs for international students
- Affordable, fee-based programs
- Very accessible! Not limited by exchange space
- Options in English or in host language
- Fast placements and confirmations

ISEP Short-Term Programs

- 20+ countries
- ISEP Exchange or ISEP Direct
- Summer and Winter
- Options in English or host language
- Diverse and unique course offerings
- Internship opportunities and service-learning programs
- All summer programs are credit-bearing

ISEP Internship Programs

[Full-Time Internships with The Intern Group](#)

- 9 world-class cities
- In-person and virtual options

- \$200 program discount when applying through ISEP website
- Fee-paying
- Semester and summer, with rolling start dates
- In English or host language
- Diverse and unique career fields
- Job coaching and professional development throughout the process
- Dedicated TIG advisor and on-site program directors

[Internships at ISEP Member Institutions](#)

- Internships + university coursework
- 25+ programs
- ISEP Exchange and ISEP Direct
- Full year, semester, and summer
- Most require familiarity with host language
- Many programs award university credit
- Common internship types:
 - Placements in local businesses, governments and non-profit organizations
 - Teaching placements
 - University research labs
 - U.S. Academic Training

ISEP ANNUAL CALENDAR

This is a general outline for applications received by the priority deadlines (March 1 for summer- and fall-start programs; September 15 for spring-start programs). ISEP welcomes applications after the priority deadline; however, placement opportunities become more limited as some sites fill up. The later the application is submitted, the less time students have to obtain their visas and prepare for departure. *Note that ISEP Direct programs tend to remain open well beyond the priority deadline.*

August

- U.S. coordinators begin to confirm arrival and submit physical addresses of incoming students to ISEP.
- ISEP Global sends annual publications to members
- Continued pre-departure advising for summer/fall/full year students (as applicable)
- ISEP Global issues new DS-2019s with travel signatures to students
- ISEP begins hosting application workshops virtually for students

September

- **First Monday of September:** ISEP offices closed in observance of U.S. Labor Day

- **September 15:** Priority Exchange application deadline for all SM2 placements
- ISEP Global begins reviewing applications; competitive sites fill
- ISEP Global issues placements for direct programs on a rolling basis after the priority deadline. Placements for exchange programs typically occur 2-3 weeks following priority deadline
- Inbound Coordinators begin to receive inbound participants' applications for CY and SM2 placements
- Inbound Coordinators begin to confirm placements
- ISEP Global makes website page updates for the following academic year
- U.S. coordinators continue to confirm arrival and submit physical addresses of incoming students to ISEP.
- ISEP Global issues new DS-2019s with travel signatures to students

October

- Coordinators continue to receive inbound participants' applications and submit participants' confirmations
- ISEP Global begins to send acceptance package notifications to home coordinators as participants are confirmed by host sites
- ISEP Global continues to make placements if space is available, and sufficient time remains to arrange flights and visas.
- Pre-departure advising for spring semester students who have accepted their placements, including visa advising workshops
- ISEP Global sends DS-2019s to students and their home coordinators (spring semester participants incoming to the US)

November

- Coordinators continue to confirm incoming students
- Placement follow-up on overdue confirmations and acceptance packages. Notify ISEP staff if you need assistance following up with students to complete internal institutional applications
- ISEP Global continues to send acceptance package notifications to home coordinators as participants are confirmed by host sites
- Continued pre-departure advising for spring semester students
- ISEP Council of Advisors Meeting
- **Third Thursday & Friday of November:** ISEP offices closed in observance of the U.S. Thanksgiving holiday
- ISEP hosts Virtual Coordinator Workshop (typically November or early December)

December

- Continued pre-departure advising for spring semester students
- **ISEP Global is closed between Christmas Day (December 25) and New Year's Day (January 1)**
- Inbound Coordinators send transcripts to ISEP Global once students have completed fall semester programs

January

- ISEP Global updates Country Handbooks (as needed)
- Continued pre-departure advising for spring semester students (*as applicable*)
- U.S. coordinators confirm arrival and submit physical addresses of incoming spring semester students to ISEP.
- Inbound Coordinators send transcripts to ISEP Global once students have completed fall semester programs
- ISEP Global issues new DS-2019s with travel signatures to students
- For full-year students inbound to the US, ISEP requests that inbound coordinators complete Full-Year Academic Progress Checks (more info sent via email)
- Coordinators update Information Needed for Confirmation (INFC) and Pre-departure information for Semester 1, Northern Hemisphere Full Year and Summer programs
- Coordinators enter their institution's flexibility of number of students they can accept for Semester 1 and Full Year placements
- ISEP begins hosting application workshops virtually for students

February

- Coordinators continue to update Information Needed for Confirmation (INFC) and Pre-departure information for Semester 1, Northern Hemisphere Full Year and Summer programs
- Coordinators continue to enter their institution's flexibility of number of students they can accept for Semester 1 and Full Year placements
- Inbound Coordinators send transcripts to ISEP Global once students have completed fall semester programs

March

- **March 1:** Priority Exchange deadline for placements for summer, next academic year, and next fall
- ISEP Global begins reviewing applications; competitive sites fill
- ISEP Global issues placements for direct programs on a rolling basis after the priority deadline. Placements for exchange programs typically occur 2-3 weeks following priority deadline

- Inbound Coordinators begin to receive inbound participants' applications for FY, SM1 and SU placements
- Inbound Coordinators confirm placements
- ISEP Global continues to make placements if space is available, and sufficient time remains to arrange flights and visas
- ISEP Global begins to send Acceptance Package notifications to home coordinators as participants are confirmed by host sites

April

- ISEP Global continues to make placements if space is available, and sufficient time remains to arrange flights and visas.
- Inbound Coordinators continue to submit participants' confirmations
- ISEP Global continues to send Acceptance Package notifications to home coordinators as participants are confirmed by host sites
- Pre-departure advising for summer/fall/full year students who have accepted their placements, including visa advising workshops
- Mid-April to Early May: ISEP Global sends DS-2019s to students and their home coordinators (fall semester participants incoming to the US)

May

- ISEP Global continues to make placements as institutional deadlines and visa timelines allow.
- Placement follow-up on overdue confirmations and acceptances continues throughout the month. Notify ISEP staff if you need assistance following up with students to complete internal institutional applications
- Continued pre-departure advising for summer/fall/full year students
- ISEP Council of Advisors Meeting
- **Last Monday of the Month:** ISEP office are closed in observance of Memorial Day (U.S.)
- ISEP Global attends NAFSA Annual Conference and hosts events

June/July

- **June 19:** ISEP offices are closed in observance of U.S. Holiday – Juneteenth
- **July 4:** ISEP offices are closed in observance of U.S. Independence Day
- Inbound Coordinators send transcripts to ISEP Global once students have completed spring and full year programs
- ISEP Global conducts research and planning for upcoming placement season
- Continued pre-departure advising for summer/fall/full year students
- July: ISEP Global requests SM2 Information Needed for Confirmation (INFC) and Pre-Departure Information updates from members

- July: Coordinators submit Exchange balance summary confirmations to ISEP Global
- July: Coordinators enter their institution's flexibility of number of students they can accept for Semester 2 placements

WHAT ISEP EXPECTS OF MEMBER INSTITUTIONS

ISEP's Membership Policies and Standards

[Click here for a full current list of ISEP's Member Policies and Standards.](#)

Sample ISEP Orientation (Mandatory for all inbound students)

As part of the membership policies and standards all institutions hosting inbound students must provide a comprehensive pre-departure orientation. For students planning to study in the United States, coordinators should follow relevant U.S. J-1 regulations when designing their pre-departure orientation.

Below is a sample agenda for an ISEP Orientation.

The majority of ISEP institutions have the ISEP participants join the orientation for all incoming international students, with a separate additional orientation for ISEP students specifically covering the following items if not covered in the larger international student orientation:

Institution-related information specific to ISEP students:

- Institutional billing processes (if different for ISEP participants)
- Accessing healthcare and general health information
- Housing and how to deal with accommodation issues
- Meal plans/stipends (as applicable)
- Security on-campus
- Coordinator Emergency contact information
- University-specific emergency procedures and communication plan
- Health insurance information and waivers (if applicable)
- Class information and how to register
- Forms (transcript, information release, housing contract, etc.)
- Campus buddy program (if applicable)
- Email accounts and internet access
- University ID card
- Academic calendar
- Campus organizations, recreation services and field trips available

- Tips for academic success (academic calendar, classroom expectations, role of academic advisers, use of websites and e-mail for academic communication)

Institution-related activities:

1. Welcome reception
2. Language level test (if applicable)
3. University overview – “here is not there”: a discussion with the students about the host institution and how it differs from the home institution to manage expectations from the start.

Host country information:

- Culture of host country
- Personal Safety in the host city
- Banking
- Country-wide emergency numbers and emergency procedures
- Alcohol & drug regulations
- Typical accommodation or host family information (as applicable)
- Public transportation information
- Applying for required government identification (in-country visa and/or residency permit process)
- Where and how to obtain a cell phone or SIM card
- Supermarket hours
- Etc.

ANNUAL DUES FOR ISEP MEMBERSHIP

Full Membership in the ISEP Network allows your institution to send and receive students on **both** ISEP Exchange and ISEP Direct programs.

For institutions that are Direct Hosts **ONLY** and do not participate in exchange, no membership dues are assessed.

An ISEP membership provides access to our entire portfolio of Exchange and Direct programs throughout our network of more than 300 universities in over 50 countries. The annual membership dues are assessed in July for the following academic year, with a due date of July 31. An invoice will be sent via email to each university’s main contact. Please email accounting@isep.org for any questions regarding payment. Information about current annual membership fees can be found [here](#).

ISEP DIRECT HOSTS

What ISEP Expects of Member Institutions

ISEP Direct Hosts should refer to the [Membership Policies and Standards](#). Please note that there is one standard that applies only to Direct Hosts:

For Direct Hosts: Commit to receiving a significant number of students on Direct programs annually as agreed with ISEP, considering institutional resources available.

ISEP Direct Cost Agreements (This information is only applicable for members who host ISEP direct programs.)

[Completing Cost Agreements](#)

Please fill out the Cost Agreement draft, provided by the Member Relations Project Manager via email, with updated cost information for the upcoming academic year.

Confirm that all mandatory fees are listed. Optional or refundable fees should be indicated in the notes section of the cost agreement.

Return a **signed** electronic copy of this information to ISEP by the deadline provided. If this deadline cannot be met, please tell ISEP when you expect to return the form.

Please note that if this agreement is not received by the above date, and we don't hear from you, ISEP will assume that the costs for the upcoming year will increase by 10% from the current year.

[Cost Agreement Considerations](#)

- **Discount:** Typically includes a preferred *partner* discount of 15-20% off the regular tuition costs. If your university can offer a larger discount, ISEP can pass this benefit to students.
 - *Remember that the long-term sustainability of our programs depends greatly on our ability to provide opportunities more affordable than what our competitors offer when submitting your costs to us.*
- **Housing:** Some institutions use an independent agency for housing needs, who may be unfamiliar with ISEP as an organization. We appreciate your cooperation in communicating with these agencies to familiarize them with ISEP's policies and procedures surrounding invoicing and communications with students. Please ensure there will be adequate housing at the location you indicate in the cost agreement.
 - **Please describe any refundable housing deposit and who it will be billed to (ISEP or Student).** Please also include information regarding housing deposits in the Information Needed for Confirmation section of the ISEP Portal.
- **Additional fees:** All compulsory fees aside from tuition and housing/meal benefits must be detailed. This includes student activity fees, application fees and any other charges that a student would typically be expected to pay.
 - Examples include rental fee for bed linens, utilities (if not included in rent), Wi-Fi, if applicable
- **Confidentiality:** This is a contract between ISEP and the university and is used to set the ISEP fee. The ISEP program fee will differ from the totals listed on the Cost Agreement, so should not be shared openly with students to avoid confusion. Sharing this information is a violation of the Membership Agreement between ISEP and your institution.

- **Return Date/Estimate:** Some fees may not be available by the due date. If this is the case, please let us know when they will become available, and return the Cost Agreement with the approximate increase.
- **Invoicing:** If a different office handles invoicing for the university, please share a copy of this Cost Agreement with them so they are aware of the appropriate fees to invoice ISEP. As a reminder, all invoices as laid out within the Cost Agreement should be sent to ISEP Global, and not to the student.
 - If the student accrues optional fees beyond what is listed in the cost agreement, please invoice the student directly.
 - Examples include housing upgrade, course fees, optional activity fees

HEALTH AND SAFETY

ISEP Emergency Phone Number

We maintain a 24-hour, 7 days a week, 365 days of the year, emergency response system through AXA Assistance.

- Toll Free Phone (Within the US): 855-327-1411
- Collect (Outside the US): 312-935-1703

The ISEP staff member on-call can always be reached at: +1 (301) 681-2388

AXA Assistance can also be reached via email at medassist-usa@axa-assistance.us.

ISEP's Health and Safety Program for Students

All ISEP participants (and any accompanying dependents) are required to participate in ISEP's Health & Safety Program.

[The full list of included elements in ISEP's Health and Safety Program, including international student insurance, can be found at this link.](#)

Mental Health Resources – AXA Behavioral Health Support

Services are available for English-speaking eligible participants who require such services while traveling away from home or temporarily residing outside their home country. When notified of a behavior health or crisis support situation, telephone access to behavioral health professionals for intake, screening, assessment, stabilization counseling and referral services will be available. Follow-up services will be arranged when recommended as a result of the service and available by AXA. These services are not intended to be therapeutic treatment services. Properly licensed and credentialed counseling staff will be available 24/7.

ISEP Health & Safety Policy

ISEP is committed to making the health and safety of our students a top priority. In doing so, we also strive to respect the cultural differences surrounding health and safety in our vast network of over 50 countries. Depending on the emergencies and procedures of our member universities, we have outlined the following policies and guidelines to enhance the confidence that our members have in each other and in ISEP Global Office staff when responding to emergency or crisis situations.

[Please review the ISEP Health and Safety Policy and Statements of Responsibility in their entirety at this link.](#)

ISEP's Promise

At ISEP, we believe everyone should have safe and affordable access to study abroad. As a non-profit organization and the world's largest university network for study, intern and volunteer abroad programs, we dedicate ourselves every day to providing immersive, life-changing experiences to our students, supporting their academic and personal needs and emphasizing cultural competency and global perspective through our programs.

[Click here for the full details on ISEP's Promise and Risk-Free Policies.](#)

ISEP PORTAL

Coordinator Portal

[The ISEP Coordinator Dashboard](#)

When you first log in to your ISEP Portal account, the first screen you will see is your ISEP Dashboard. From here, you will notice a few key features.

- Announcements
- Coordinator Resources
- Black menu bar along the left side of the page
- Blue menu bar along the top of the page

[Announcements](#)

ISEP uses this section to re-post important information and links that have already been sent via email and other means.

[Coordinator Resources](#)

Coordinators can use the quick links in this section to find important resources, documents, and forms. Some of note include:

- Transcript Evaluation Guide
- Coordinator Handbook
- The ISEP Advising Guide
- Student Employment and Academic Training forms and guidelines
- Marketing Toolkit

[Managing Your Outgoing Students](#)

This section will review the steps to managing your outbound students, from application to acceptance. In the ISEP Portal, you can manage your outbound students in the **Outgoing Applications** tab in the black menu bar on the left side of your screen. [Video demo here.](#)

[Accounts Created](#)

Students from your institution who created an ISEP account but have not yet begun an application will appear here. This helps you to see which students may be interested in an ISEP program. You are welcome to contact these students before they even begin their application!

[Requests to Begin Application](#)

If your institution requires students to obtain permission *before* beginning an ISEP application, they will appear here. Once the student **requests permission**, you can approve or deny their request. No students will appear here if your institution does not require students to obtain permission. To change your **permission settings**, go to Admin > Settings and check *Yes* or *No* for the statement “Permission Required for Student to Create Application.”

There is an optional message box where you can input specific messages for students when they request to begin their application. This message can be customized to what makes the most sense for your current office communication structure. An example of this messaging is:

“Thank you for requesting to start an ISEP application. To begin this process, please reach out to [office or coordinator email] and make an appointment with [outbound coordinator] to discuss the next steps.”

[Outgoing Applications](#)

All student **applications in progress** (not submitted to ISEP) will appear here. Click the **View Application** button or on the student’s name to view their ISEP Dashboard. The **application status** column will tell you where the student is in the application process. The status will change from *Student Editing* to *Student Editing Required Information Entered* when all required parts of the application are

completed. When the student submits the application to you, the status will change to *Submitted to Coordinator*.

Once the application status is **submitted to the coordinator**, you can view the application and **approve** or **decline** it. The application can also be returned to the student for editing if needed. Comments for the host coordinator can be entered at any time, although they are not required.

Once the student's application is approved by you, it will be returned to them for payment of the \$100 application fee (if paid by the student) or submitted directly to ISEP (if paid by the institution). When the student's application is submitted to ISEP, they will disappear from Outgoing Applications and move to **My Students**.

[Acceptance Package](#)

Once your outbound students have been placed by ISEP and confirmed by their host institution, they will reappear under Outgoing Applications > Acceptance Package. In this section, you can open their **acceptance agreement** to view their program information and contract of participation. You will sign the acceptance agreement as their home ISEP coordinator. You can also see the students' progress in completing their steps of the acceptance package, including signing the contract, completing the medical form, enrolling in ISEP insurance and paying the acceptance fee or program deposit (if required).

[Managing Your Incoming Students](#)

This section will review how to manage your inbound students, from placement to acceptance. In the ISEP Portal, you can manage your outbound students in the **Incoming Applications** tab.

[Information Needed](#)

This section contains important institution and program-specific information that will be provided to all incoming students upon confirmation. It is very important that this contractual information be accurate.

The information is divided between general **institution information** and specific **program information**. It is further divided into **Information for Confirmation** and **Pre-Departure Information**. Click the **Review & Sign** button for each section and program type to enter the required information.

Video demo: [Information Needed](#)

[Step by Step Guide](#)

[Information for Confirmation](#) must be entered by the priority deadline in September and February and before confirming any incoming students. It includes medical requirements for registration, transcript information, program arrival date and last day of benefits (can be tentative), and housing and meals information.

Additionally, dates must be un-marked as tentative

[Pre-Departure Information](#) should be entered at the same time as information needed for confirmation, and ideally as soon as the information is available at your institution. It includes **arrival instructions**, medical and **emergency contacts**, **estimated expenses**, **academic calendar** (course registration, orientation, vacation, exams) and additional **housing details**.

[Course List In-Progress](#)

Once a student has been placed at your institution by ISEP, they will be prompted to complete a **course list**. Students who have been placed but have not yet completed their course list will appear here.

[To Be Confirmed](#)

Once a student completes their course list, they can be confirmed by your institution! Click “View” under **Application** to download a PDF copy and view their documents. Click “View” under **Special Considerations** to see comments from their home coordinator, special needs and their course list.

Click **Confirm** and select the academic level the student will be admitted as (undergraduate, graduate, or graduate taking undergraduate courses). You can **unconditionally confirm** the student, or **conditionally confirm** the student and add notes, which will appear in the student’s contract.

If you feel you may need to deny a student’s confirmation, please reach out to your ISEP Student Advisor so that we can assist in resolving the issue.

Video demo: [Course List and To Be Confirmed](#)

[My Students](#)

ISEP Coordinators can also view and manage current students under the My Students tab. All outgoing students whose applications have been submitted to ISEP and all incoming students who have been placed by ISEP will appear here (see **Outgoing/Incoming** tabs near the top of the page). Coordinators can review student application materials and track student statuses.

Student statuses will progress from To Be Placed > Placed > Course List Completed > Confirmed > Accepted. If one of your outgoing or incoming students withdraws from the program, their status will change to Withdrew. Unique statuses (e.g. Dropped, Deferred, or Placement Held) will only appear in specific circumstances such as student deferring to a later semester, withdrawing halfway through program, or other instances that will be worked through with ISEP staff at the time.

[Exchange Balance Reports](#)

All students participating in ISEP exchange carry a balance that will show up in My Students.

- One semester is equal to a half a year of balance and is represented by 0.5.
- One year (either a full academic year or a calendar year) exchange is represented by 1.0.
- Although rare, summer exchanges carry a 0.25 balance.

You will also notice that balances are labeled as a positive or negative number.

- Students inbound to your institution carry a positive balance.
- Students outbound from your institution carry a negative balance.

Once a year (typically in July), coordinators from each institution are required to certify their exchange balance report from the previous academic year. If multiple staff hold inbound/outbound coordinator roles on your campus, we recommend collaborating to verify the report against your institution's records before one coordinator submits the certification.

In the black menu bar on the left side of your coordinator portal, click **Reports**. Then click **Exchange Balance Summary and Approval**. The most recent academic year should auto-select, but it is important to verify you are looking at the correct year's **Balance Cycle** using the drop-down menu at the top of the page.

***NOTE: ONLY EXCHANGE** students your institution has sent and received will be listed in this report. Students enrolled in ISEP Direct programs do not carry a balance and will not appear in this list.

The balance cycle runs June 1 to May 31 of each academic year.

If all students and their respective balances match your institution's records correctly, scroll to the bottom of the page to review the current balance information. Then **check the box** that states, "I acknowledge that the above information is accurate and complete." Click **Approve** to submit.

If you find any data that does not match your institutional records, please reach out to your University Relations Manager before certifying.

Student Portal

Your Dashboard

Profile

Your Contacts

Enrollment

Application

Course List

Acceptance Package

ISEP Insurance

Invoices & Payments

Get Ready to Go

Your Predeparture
Information

While Abroad

Your Health and
Safety Information

Provide Your
Contact Information

The Dashboard is the individual landing page for each student once they create an ISEP account. Here students can access their application and other resources as they move through the steps of the ISEP process.

It is divided into four main sections:

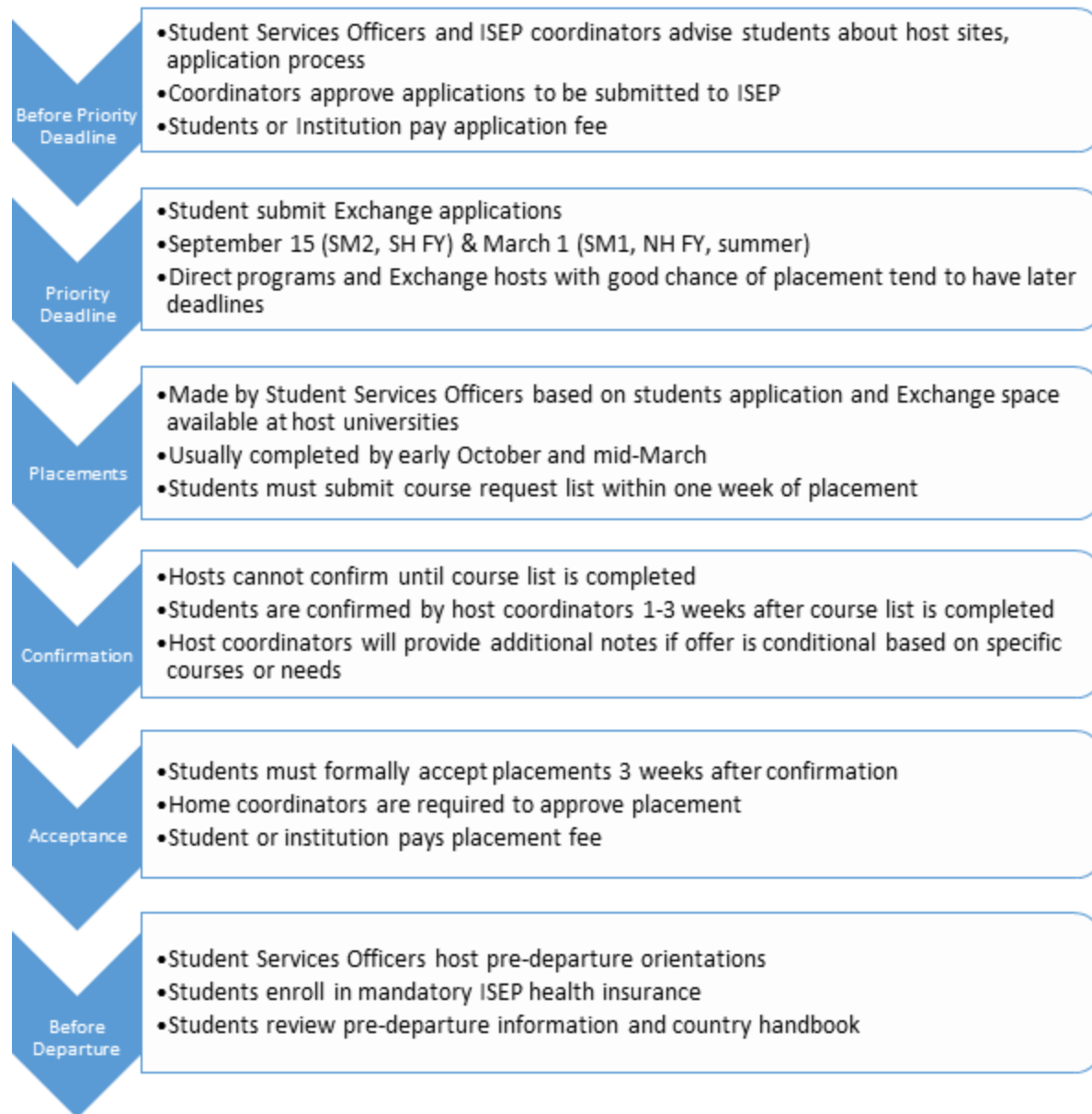
[Your Dashboard](#): This is where students can update their basic user **profile** and find their main **contacts** at ISEP Global, their home ISEP Coordinator and their host ISEP Coordinator.

[Enrollment](#): Here students access their **application**, **course list** and **acceptance package**. In the **acceptance package** menu item, students can also find a link to their **letter of certification** from ISEP, which may be used for visa purposes. They will also enroll in ISEP insurance once they have completed the acceptance package and can view and download their insurance cards and a confirmation of insurance coverage letter. Under **Invoices & Payments**, students can pay the \$100 application fee, \$450 acceptance fee/program deposit, insurance fees and any Direct program fees.

[Get Ready to Go](#): Once confirmed, students can access their **pre-departure information**, including arrival instructions, estimated expenses and an academic calendar. Students can also access their **ISEP country handbook**, which includes information on the host country's education system, visa requirements, culture and daily life, health and safety and currency.

[While Abroad](#): **Health and safety information**, such as emergency contacts and medical information. Students will also need to provide their **on-site contact information** (physical address and local telephone number).

Application Process and Timeline



Finance and Fees

Coordinators can manage their outbound student invoice payment settings from within the Coordinator Portal. These settings are housed under the “**Admin > Settings**” section of the Coordinator’s Portal. For each fee type, there is a setting of either “**University Pays**” or “**Student Pays**” (for Direct program fees, there is a third setting that allows both the university and student to view and pay the invoice).

Upon approving each student's application, coordinators should confirm the fee settings for each outbound student. The default payment settings you've selected will be displayed for every application in a pop-up window when you approve the student's application for submission to ISEP.

You have the option to alter these on a student-by-student basis by making changes in this pop-up window. If no changes for that individual student's payment settings are desired, you can proceed with the default settings selected. Once the application is approved, these settings will apply to the student's account for all fees unless you contact your URM to request a change.

For all invoicing and finance-related questions, please email Accounting@isep.org.

Application Fees (USD \$100) *

**Partial payments are not permitted.*

If set to **Student Pays**, the student will pay their fee online through the student portal prior to submitting their application to the home coordinator for approval.

If set to **University Pays**, the student will not pay when the application is submitted to their coordinator for approval, but instead the invoice will appear in the Coordinator's Portal under **Invoices and Payments > Outstanding Invoices** once the application is submitted and approved by the home coordinator.

Coordinators can pay online for these fees using a major credit card or a US-based bank account, or they can view and print an invoice to submit to their finance team.

Placement Fees/Direct Deposits (USD \$450) *

**Fee/deposit amount as of July 2024. Partial payments are not permitted.*

If set to **Student Pays**, the student will pay their fee online prior to accepting their placement. If an ISEP Direct student, the deposit will be deducted from the "tuition/fees" portion of their total program fee.

If set to **University Pays**, the student will not pay this fee as part of the acceptance package.

- If an ISEP Exchange student, the invoice for USD \$450 will appear in the Coordinator's Portal under **Invoices and Payments > Outstanding Invoices**.
- If Direct, the deposit invoice will appear in the Coordinator's Portal under **Invoices and Payments > Outstanding Invoices**.

Coordinators can pay online for these fees using a major credit card or a US-based bank account, or they can view and print an invoice to submit to their finance team.

ISEP Exchange Fees

Students studying on an ISEP Exchange program pay the following fees to their home institution:

- Tuition
- Housing
- Meals

As a reminder, when considering the fees that must be charged for outbound exchange students: It is not permitted to charge any mandatory fees to inbound exchange students, per the [ISEP Membership Policies and Standards](#). All mandatory fees must be paid by the outbound exchange student. If there are additional expenses (e.g. transcript fees) that will need to be covered for inbound ISEP Exchange students, coordinators should consider how these fees will be assessed to their institution's outbound exchange students.

Optional fees, such as upgrading housing or meal plan, lab fees, textbooks, etc., will be paid by the incoming student directly to their host institution. The first copy of the official transcript issued must be free of charge. Any additional transcript copies are at the student's expense.

ISEP Direct Program Fees*

**Currently, partial payments are only available within the Student Portal.*

If set to **Student Pays**, the student will be able to view and pay their invoice within their Student Portal after they've accepted their placement. Coordinators will not be able to view the invoice in their Coordinator Portal. Partial payments are permitted for students.

If set to **University Pays**, the student won't be able to view their invoice, and it will only appear in the Coordinator's Portal under **Invoices and Payments > Outstanding Invoices**.

Coordinators can pay online for these fees using a major credit card or a US-based bank account, or they can view and print an invoice to submit to their finance team.

If the setting is **Both**, then both the student and the coordinator can view/pay the invoices online from within your respective Portals.

Optional fees for Direct students, such as upgrading housing or meal plan, lab fees, textbooks, etc., will be paid by the incoming student directly to their host institution. The first copy of the official transcript issued must be free of charge. Any additional transcript copies are at the student's expense.

ISEP Health and Safety Program Fees*

**Partial payments are not permitted if set to "student pays."*

For ISEP Direct Students: The ISEP Health and Safety Program, including international health insurance, is included in the program fee. No additional insurance fees will be assessed, unless students opt to extend insurance coverage for one week before or after their program dates.

For ISEP Exchange Students: The ISEP Health and Safety Program is an additional fee assessed as part of their acceptance in the exchange program.

- If set to **Student Pays**, the student will enroll and pay their insurance fee online after accepting their placement.
- If set to **University Pays**, the student will not pay for their required coverage when they enroll online. The invoice for the required coverage will appear in the Coordinator's Portal under **Invoices and Payments > Outstanding Invoices**. If, after establishing payment settings for a student, you would like to change the setting to allow the student to pay their home university (i.e. so they can pay in installments) please contact the relevant Student Services Officer.

NOTE: Students will be able to pay for any additional weeks they “add-on” before or after their program dates via their Student Portal.

Coordinators can pay online for these fees using a major credit card or a US-based bank account, or they can view and print an invoice to submit to their finance team.

Managing Invoices

Based on the above settings, invoice notifications will be sent to the party responsible for paying the invoice. If the payment setting is **University Pays** the notice will be sent to all **Outgoing ISEP Coordinators**. ISEP will send notifications for both current and past due invoices. These notifications will include the following instructions on how to view/print and pay these invoices online:

For students: Students should login to their ISEP Portal account and click **Invoices & Payments** under the enrollment section, then click the **Make a Payment** button under their ISEP Direct Program Fee invoice.

For ISEP Coordinators: Coordinators can view their students' invoices through their coordinator account in Portal. Once logged in to the Portal, scroll down to the bottom of the left-hand navigation bar and click **Invoices and Payments > Outstanding Invoices**. Next, select the invoice(s) by clicking the check box next to the student's name and clicking **View Invoices**. Coordinators can also pay online by clicking the check box next to a student's name and clicking **Pay Now**. If Coordinators would like to view the breakouts for Direct program fees, they can select the check box next to a particular student's name and click **View Details**.

For all invoicing and finance-related questions, please email Accounting@isep.org.

Invoice Due Dates and Late Fees

Invoices billed to the home university will have the following due dates:

- For Fall and Academic Year Programs: September 15
- For Spring and Calendar Year Programs: February 1
- For Summer Programs: July 1

Invoices billed to students will be due in full at 30 days prior to the program start date.

Late fees of 1.5% will be assessed for student payments for ISEP Direct program fees at 30 days past due and for all university payments 45 days past due. An additional late fee of 1.5% will be assessed for student payments 60 days past due and for university payments 90 days or more past due. This policy will not apply to retroactive payments. It will go into effect for students with overdue payments for SM2 (Spring 2025) and future terms.

Please be aware that student academic transcripts from ISEP programs will be withheld if the student's account is delinquent.

Credit Card Fees

A transaction fee of 2.9% + \$0.30 will be assessed on all credit or debit card transactions for ISEP Direct program fees.

The following payments by credit card will not be assessed a credit card transaction fee:

- ISEP's Health & Safety Program payments (including health insurance)
- ISEP application fees
- ISEP Exchange acceptance fees
- ISEP Direct program deposits

Please note that this fee is not a government fee, nor does it apply to other forms of payment.

As always, students and universities may also pay via ACH transfers or wire transfer. Banking institutions may charge a fee per transaction for electronic transfers.

Financial Aid Deferral Form

A financial aid deferral allows a student to reduce the amount of the invoice billed to them by the amount of financial aid that is expected to be disbursed for their term abroad.

To apply for financial aid deferral, students must submit a financial aid deferral form electronically in the ISEP application portal, completed by the appropriate university officials at their home university. Financial aid deferral requests must be submitted at least 30 days before the program start date listed in the ISEP acceptance package. The form must be completed by the home university financial aid department no later than 20 days before the program start date. Payment(s) for approved financial aid deferral amounts are due 15 days after the financial aid disbursement date.

A financial aid deferral is only available for those students enrolled in an ISEP Direct program from a home university in the United States that selects "student pays" for the ISEP Direct program fee.

ISEP ALUMNI NETWORK

The Alumni network is ISEP's internal database for [the ISEP Alumni Association](#). All members of the Association are enthusiastic ISEP alumni who want to connect with other ISEP alums. For coordinators it's a multi-tool that will help students get more value out of studying abroad on an ISEP program.

One pressing student demand it meets is job help. You can refer ISEP Alums to the network when they return, so they can seek out connections, internships and jobs from organizations and individuals who understand the value of ISEP. Similarly, you can use it to connect students to exclusive alumni resources that help them parlay their experience to success on applications for scholarships like the Fulbright or graduate school programs. Finally, it's a tool for mentorship. This will eventually include things like language practice and finding local alumni who studied in specific countries.

The Alumni network will also mean that you can connect under-served students to students who have studied abroad and who want to do outreach in under-served communities. One other value it adds for students, though less concrete, is the ability to share stories and engage nostalgia for ISEP's life-changing programs.

ISEP SCHOLARSHIPS

Our membership offers a variety of different scholarships to help students with study abroad expenses.

ISEP Accessibility Scholarship

The ISEP Accessibility Scholarship is designed to assist students placed in an ISEP program who do not have sufficient funds to cover the upfront costs of studying abroad. Students are eligible for this scholarship if they are from an ISEP Member or Affiliate Institution and have demonstrated financial need. [Learn more about the Accessibility Scholarship here.](#)

ISEP Africa for All Scholarship

ISEP is proud to serve our members in Africa by encouraging student participation in our broad array of programs across the continent. The ISEP Africa for All Scholarship is intended to make these programs more inclusive and accessible to students attending HBCUs and heritage-seeking students at ISEP member or Affiliate Institutions. [Learn more about the Africa for All Scholarship here.](#)

ISEP Community Scholarship

Students are eligible for this scholarship if they are from an ISEP Member or Affiliate Institution and have demonstrated financial need. The ISEP Community Scholarship supports our mission of extending access and affordability of study abroad to all students in our membership. [Learn more about the Community Scholarship here.](#)

ISEP Founders Fellowship

The ISEP Founders Fellowship focuses on language learning in a host culture. Students are eligible for this fellowship if they attend an ISEP Member Institution and have demonstrated financial need and attend an ISEP Member or Affiliate Institution. [Learn more about the Founders Fellowship here.](#)

ISEP French and German Language Annette Kade Fund Scholarship

Students are eligible for this scholarship if they are a student an ISEP Member or Affiliate Institution in the United States and are planning to study in French or German at an ISEP host institution in Austria, France, Germany, Reunion Island, or Switzerland. These scholarships are available to students with a demonstrated financial need and an expressed interest in learning French or German while studying abroad. [Learn more about the Annette Kade Fund Scholarship here.](#)

ISEP Member Institution Scholarships

Several members of the ISEP network offer institutional scholarships to incoming international students that are open to students on ISEP programs.

[Friends of the University of Auckland US/NZ Exchange Awards](#)

Students are eligible for this scholarship if they are participating in the ISEP Direct program at the **University of Auckland**, are a United States citizen or permanent resident, and have a GPA of 3.7 or higher. [Learn more about the Friends of the University of Auckland US/NZ Exchange Awards here.](#)

[Kansai Gaidai University Merit Scholarship](#)

Students are eligible for this merit scholarship if they attend **Kansai Gaidai University** for a semester or full year program on ISEP Direct and have maintained a 3.0 in the two semesters leading up to the program and throughout each semester of the program. [Learn more about the Kansai Gaidai University Merit Scholarship here.](#)

[Massey University Scholarship](#)

Students are eligible for this scholarship if they are attending **Massey University in New Zealand** for a semester or full year program on ISEP Direct. [Learn more about the Massey University Scholarship here.](#)

[Massey University Global Student Athlete Award](#)

Students are eligible for this scholarship if they are a student athlete attending **Massey University in New Zealand** for a semester or full year program on ISEP Direct. [Learn more about the Massey University Global Student Athlete Award here.](#)

Other Scholarships

Students may be eligible for other study abroad scholarships offered by organizations outside of ISEP that can help to fund their program and associated expenses. [Check out our resources for other ways to fund study abroad.](#)

VISA INFORMATION

ISEP does not apply for visas on the student's behalf. For more information about passport and visa requirements, see the [Passport & Visa page on the ISEP website](#).

More information about the visa requirements and application process for each country can be found in the [Country Handbooks on the ISEP website](#).

Visas for Students Inbound to the United States

ISEP is the J-1 visa sponsor for inbound exchange students to the United States. Host institutions in the US will provide an electronic acceptance letter as part of the J-1 visa application process, but ISEP will manage the visa advising and DS-2019 for the student. Please reach out to your University Relations Manager with any questions.

ISEP BRANDING AND MARKETING

ISEP Visual Brand

[ISEP Typeface](#)

Primary Typeface — Verlag

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm
Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz
0 1 2 3 4 5 6 7 8 9 ! # \$ % & * + @

[ISEP Logo Variations](#)

The ISEP logo takes several forms depending on its use. While the logo may take different forms, consistency and uniformity are key to maintaining the visual integrity of the ISEP brand. All variations of the logo are created and distributed by the ISEP's Communications and Marketing Department in an image format. Any other variations or additions to the ISEP logo are not permitted.

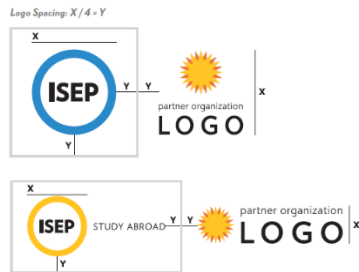
ISEP logo type treatments are used, only on occasion, to visually represent distinct programs, events, or communities within the larger organization. The type of treatment logos uses the ISEP circle in each of the 12 brand colors as well as the organization name and companion text in black or white. There is no one color variation primary to any of the type treatments. Each type of treatment can be used in any of the 12 brand colors. Variations are created and approved by ISEP's Communications and Marketing Department.



Using The ISEP Logo

We believe in what we do and want to make sure our logo communicates that. Searching for it on a publication or website should not be a struggle. As a rule of thumb, the ISEP logo should not be smaller than 0.75 inches wide in print and not smaller than 60 pixels for digital applications. The ISEP logo should not be squeezed or stretched.

[Download the ISEP logo at this link.](#)



When using the ISEP logo in co-branding applications the logo variations should be chosen that most closely match one another in shape. Whenever possible use stacked companion logos with the main ISEP logo, and linear companion logos with an ISEP logo type treatment. Also chose an ISEP logo variation that intentionally complements the colors of any companion logos.

Improper Logo Use

- Do not stretch the logo's height or width.
- Do not place the logo at an angle.
- Do not change or reverse the logo's colors.
- Do not change the typeface of the logo.
- Do not use the text of the logo without the ring.
- Do not apply a drop shadow to the logo. Use a subtle outer glow if necessary.
- Do not place a logo on a busy background or pattern.
- Do not outline the logo.
- Do not place a white box behind the logo.



ISEP Marketing and Advising Toolkit

ISEP's Marketing and Communications team maintains the [ISEP Marketing and Advising Toolkit](#) for coordinators. This includes many helpful resources for coordinators and students that can be shared widely in digital or print format. Examples of resources include:

- Digital brochure
- Field of study recommendations
- Program lists by budget and region
- Resources for underrepresented student identities
- How-to videos
- Social media resources

Digital Ambassador Program

The [ISEP Digital Ambassador Program](#) is a professional development program in which students use digital storytelling to capture and share the ISEP experience while studying abroad. We encourage students from diverse backgrounds and underrepresented identities to apply. No previous experience with digital storytelling, film, video creation, or graphic design is required.

HELPFUL LINKS AND RESOURCES

Advising, Pre-Departure, and Reintegration Resources

- [Alumni Network](#)
- [Before You Go](#)
- [Country Handbooks](#)
- [Diversity, Inclusion, and Accessibility Abroad](#)
- [ISEP Advising Guide](#)

Communications & Marketing

- [ISEP Digital Ambassador Program](#)
- [ISEP Marketing and Advising Toolkit](#)
- [Request More Information Form](#)

Credit Evaluation

- [ISEP Transcript Evaluation Guidelines](#)

Finances

- [Budgeting & Financial Aid](#)
- [Financial Aid Deferral Form](#)
- [Scholarships](#)

Health & Safety

- [Health, Safety, & Risk Management](#)
- [Student Health Insurance](#)

Institution Membership

- [ISEP's Promise](#)
- [List of Member Institutions](#)
- [ISEP Membership Standards](#)

ISEP Programs

- [How to Find a Program](#)
- [Intern Abroad Overview](#)
- [ISEP Direct Programs, Fees, & Deadlines](#)
- [Program Finder](#)

Student Placement

- [Application How To](#)
- [Extension of Placement Request Form](#)

- [Placement Process](#)
- [Student Terms & Conditions](#)
- [Withdrawal Policy & Form](#)

CONNECT WITH US

- [Meet Our Team](#)
- [Meet Our Board and Council of Advisors](#)
- [Membership Directory](#)
- [Student & Alumni Facebook Group](#)
 - “ISEP Students: Accepted, Abroad and Alumni”
- [Instagram](#)
 - @isepstudyabroad
- [TikTok](#)
 - @isepstudyabroad
- [Blog](#)
- Hashtags
 - #ISEPStudyAbroad