Establishing Agreements with International Recruitment Services Firms/Institutions:

1. CSUN Recruitment Service Agreements (RSA) are established through The Tseng College (College) for a three-year period. For new agreements as well as renewal of any agreement, the screening process begins with the College asking the prospective or renewing firm/institution to complete or update the CSUN RSA organization profile sheet (See Appendix A).


3. Well-regarded international academic institution (colleges/universities) that have established MOUs with CSUN can serve as a recruitment services firm for students currently enrolled in their institution. In this case, a similar vetting process will follow adjusted as need. If approved, an agreement will be created in keeping with CSU policies.

4. When giving/sending the CSUN RSA organization profile sheet (See Appendix A) to the prospective or renewing recruitment services firm, the College also asks if the firm/institution in question is certified by the American International Recruitment Council (AIRC -- [http://www.airc-education.org](http://www.airc-education.org)). If the firm/institution in question does say that they are AIRC certified, the College requires the firm in question to provide the College with a scanned copy of the current AIRC certification document for that firm.

Note: The College currently does not require every recruitment services firm/institution with which it develops a formal agreement to be AIRC certified. Certification by AIRC is fairly recent and not all firms are yet associated with them. Currently AIRC has only 76 certified recruitment services firms worldwide ([http://www.airc-education.org/certified-agencies](http://www.airc-education.org/certified-agencies)). It is expected that AIRC will continue to expand its certification and that many more recruitment services providers will seek certification from AIRC in the years ahead. The College will monitor this growth and move to require AIRC certification when the scope of AIRC’s work has grown enough to make it feasible.
5. As part of the review of each recruitment services firm seeking a working agreement with CSUN, the College requires a minimum of (3) three current and strongly positive professional references from well regarding college/universities with which the recruitment services firm in question is currently working. These references are requested directly by the College based on a list of current clients provided by the recruitment services firm in question. The references are asked by the College to respond to a set of questions (see Appendix C).

Currently, the College accepts references from well-regarded institutions outside of the US as well as references from regionally accredited US institutions. As recruitment services providers expand into the US market, the College will require all references to be from regionally accredited US colleges/universities for which the recruitment services firm in question is currently working.

If the recruitment services firm in question is AIRC certified, the College considers the AIRC certification as one positive endorsement and, in turn, requires only two additional references.

If the references are not positive, the College will decline to enter into an agreement with the prospective service provider in question. If one of the three references are not strongly positive, the College may either ask for additional references and/or contact the poor reference for a direct conversation with the individual providing the reference. If the College is not convinced that the firm has three or more strongly positive reference, the College will decline to enter into an agreement with the recruitment services firm in question.

6. As part of the College’s screening process, the College gives preference to those recruiting firms who are currently working with CSU’s and/or UC’s and have a positive record of performance with the CSU and/or UC campuses in question. If other CSU campuses use the recruitment services firm/institution in question, the College contacts those CSU campuses (whether or not they are listed among the prospective recruitment services firms references) to find out what their experience has been and whether or not they would recommend the firm/institution in question to CSUN.

Further, though all screening steps are still required, the College also gives preference to recruiting firms that come to the attention of the College through positive professional referrals from well-regarded colleges/university with which the College interacts (often at major national conferences).

7. For international recruitment services firms seeking renewal of an agreement with CSUN, the associate director of the College’s International Programs and Partners (IPP) unit reviews the the work of the firm during the period of the prior agreement. If there are any concerns related to the performance of the firm in question, the associate director of IPP will recommend that the agreement not be
renewed. For those recruiting services firms with which the College has had a successful and positive relationship during the prior agreement period, the associate director will recommend that the agreement be renewed. The associate director of IPP presents the recommendation to renew or not renew to the associate dean of the College. The associate dean makes the final determination – the associate dean may confer with the dean and/or seek additional information as needed to make a final decision.

8. For international recruitment services firms new to working with CSUN (or that have not had a formal agreement for work with CSUN within the last five years), once background research is complete, AIRC certification checked, and the required current and strongly positive professional references are collected, the associate director of IPP reviews the information and makes a recommendation to the associate dean of the College to either move forward with an agreement or not. The associate dean of the College makes the final determination about initiating or not initiating an agreement with the international recruitment services firm in question – the associate dean may confer with the dean and/or seek additional information as needed to make a final decision.

9. If a new or renewed agreement is approved by associate dean of the College, that agreement is developed in keeping with the appropriate CSU international agreement template and proceeds through additional campus approvals which includes the director of Purchasing and Contract Administration, and Provost/Vice President of Academic Affairs prior to the President's signature. In accordance with EO 1080 and prior to the campus approvals, all final agreements are reviewed and approved by Academic Affairs for Chancellor's Office as well as the Office of General Counsel.

CSUN Approach to Training Recruitment Services Firms

1. Once the recruiting services agreement is approved, the recruitment services provider in question receives the following two documents: the IPP Checklist Requirements and IPP Team Contact list (see Appendix D & E).

2. The associate director of IPP or their designee first presents a webinar or in person training session to the recruitment firm in question once the agreement is in place. The focus of training is to give the recruitment services provider in question detailed information on CSUN and its programs. The training also introduces the firm and its staff to the ways in which the firm can and cannot represent CSUN to its clients and how to use the appropriate web sites to give clients full and current information about a particular program.

3. The College regularly includes in its international recruitment trips visits to the recruitment services providers in the region with which CSUN has a current agreement. Follow up training sessions are presented in person at international
education conferences and during in-country recruitment trips made by CSUN staff. In-country training sessions are most often hosted at the offices of the recruiting firm so the firm’s principals and team of advisors can participate. The in-country visits provide the opportunity to present training sessions to multiple advisors at the recruiting firms and to ensure their understanding of CSUN programs is current and correct.

4. To emphasize continued update training and regular CSUN staff engagement with recruitment services providers, the IPP staff team also sends quarterly newsletters to all firms with which there is a current agreement. These newsletters contain information about changes in programs and/or requirement/procedures and updates about programs and services. The newsletters may also introduce new programs.

5. The various units within the College that interact with international students alert the associate director of IPP when international student seem to have been given incorrect information by a particular international recruitment services provider. If this occurs, the associate director of IPP immediately requests an “extra training session” with the recruiting firm to correct the errors. The associate director of IPP keeps record of any such problem so they can be considered when it is time to renew the agreement with the firm in question. In addition, if errors seem to be frequent and/or significant (which is rare), the associate director of IPP alerts both the director of IPP and the associate dean of the College. The associate dean will then confer with the director (and the dean as appropriate) to see if any other action is needed to address the problem and prevent it from recurring.

6. The College’s IPP unit also creates various procedural documents that can be shared electronically to help guide the advisors of the recruiting firm when engaging prospective students. New technologies such as Zoom conferencing can also be used for enhancing the frequency of direct training.

**CSUN Approach to Commission Payment for Recruitment Services Firms**

1. The College only engages recruitment services firms for non-matriculating students at CSUN. For the CSUN Intensive English Program (IEP), the College currently pays 15% of the tuition received from Students attending year-round in a non-group format for up to two consecutive terms. In a given term, if the total number of new Students exceeds 20 for that term, an additional 5% will be paid for all new Students enrolled in that first term. For the Semester at CSUN (SAC) program, the College pays 15% of tuition received for students enrolled for up to two consecutive terms. For short-term customized programs, the College pays 15% of tuition received from Students participating in the program.
2. The recruitment services firm provides an invoice three weeks after the first day of the eligible session or term. Once the invoice is received, the College’s International Support Specialist verifies the following: 1) student(s) are enrolled in the specified IEP or SAC term listed on the invoice, 2) all tuition for the specified term is paid in full (For SAC students only – commission payment is based on all paid tuition, including extra units over the required minimum program tuition fee.), and 3) students are appropriately assigned to the recruitment services firm within CSUN’s PeopleSoft database – SOLAR.

3. If invoice is correct, it is then prepared for payment.

4. If invoice is incorrect, it is edited and sent back to recruitment services firm with revisions. Once the recruitment services firm resends a correct and updated invoice to the College’s International Support Specialist, payment is processed.

5. As with College financial transactions, secure long-term records of each payment are kept in PeopleSoft financials.
# RECRUITMENT FIRM PROFILE SHEET

Name of Organization (as it would appear on legal documents):

Insert Your Firm’s/Company’s LOGO here

<table>
<thead>
<tr>
<th>Address: [Street Address, Unit Number/Suite]</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Building/Floor, District]</td>
</tr>
<tr>
<td>[City, State/Province/Department, Country, ZIP Code]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main Company Phone:</th>
<th>Main Company E-mail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate Phone:</td>
<td>Alternate Email:</td>
</tr>
<tr>
<td>Fax:</td>
<td>Website:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Principle Owner Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title (Ex. President, CEO, etc.):</td>
</tr>
<tr>
<td>E-mail:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main Contact Representative:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>E-mail:</td>
</tr>
<tr>
<td>Year established:</td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Describe the activities of your company:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>History:</th>
</tr>
</thead>
</table>

<p>| Number of staff: |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many staff are education consultants?</td>
<td></td>
</tr>
<tr>
<td>Do you have any branches? If so, where?</td>
<td></td>
</tr>
<tr>
<td>To which regionally accredited institutions (colleges and universities) in the USA do you provide international recruitment services (please list your most important partners):</td>
<td></td>
</tr>
<tr>
<td>To which universities in the California State University system do you provide international recruitment services and which of the universities in the University of California system do you provide international recruitment services (please list):</td>
<td></td>
</tr>
<tr>
<td>To which Institutions (colleges and universities) outside of the USA do you provide recruitment services (please list your most important partners):</td>
<td></td>
</tr>
<tr>
<td>Number of students you send to colleges and universities in the USA per year:</td>
<td></td>
</tr>
<tr>
<td>Number of students you send to nations other than the USA per year:</td>
<td></td>
</tr>
</tbody>
</table>
Number of students you plan to send to CSUN per calendar year:

<table>
<thead>
<tr>
<th>Which countries other than the USA do you currently send international students to (please list in order of importance)?</th>
</tr>
</thead>
</table>

How do you market your firm and its services to potential students? How do you market the programs and services of the colleges and universities in the USA to which you provide international recruitment services?

Please provide at least three (3) written professional references (and contact information -- email and telephone) from US educational institutions (colleges or universities) to which you are currently providing international recruitment services. These professional references will receive a questionnaire from CSUN to be completed and returned to CSUN for evaluation.

If your recruitment firm is certified by the American International Recruitment Council (AIRC), please send us a scanned copy of your certificate. Note: Documentation of a current AIRC certification can substitute one (1) of your written professional references.
By my signature below, I hereby confirm that the above information provided by is accurate.

Signature:                   Date:

Print Name:                

Complete and return form by email to Natalie Haban at natalie.haban@csun.edu. Be sure to send both the Word document, as well as a signed and scanned PDF copy.

For information about International Programs and Partnerships, visit our website at tsengcollege.csun.edu/programs/IPP.

Additional Contact Information

Vanessa Andrade, Associate Director vanessa.andrade@csun.edu

IEP/ELCE Admissions: iep@csun.edu

SAC Admissions: sac@csun.edu

For IEUP office use only

<table>
<thead>
<tr>
<th>Received (Date &amp; Initials)</th>
<th>Three Refs</th>
<th>Initial Contact</th>
<th>Second Contact</th>
<th>Third Contact</th>
<th>Approval Date</th>
<th>SOLAR</th>
</tr>
</thead>
</table>
AIRC Best Practice Guidelines for Institutional Members

An institution’s adherence to AIRC’s institutional guidelines signifies its commitment to engaging in marketing, recruitment and student support practices that are truthful, ethical and transparent and which meet with the highest levels of professionalism. Furthermore, it signifies an institution’s commitment to operating in accordance with NAFSA’s Principles of Good Practice for the Recruitment and Admissions of International Students.¹

Guideline 1: Commitment to Proper Student Support Services
AIRC Institutional and Pathway Members understand the international student experience, recognize the importance of respecting the needs of their students, and commit to the provision of supporting programs and services conducive to the enrollment, persistence and success of international students on their campuses.

Purpose:
Adherence to this guideline by an AIRC Institution or Pathway Member ensures that suitable support for international students is available throughout the application process, once on campus, and during their entire academic career. It is a commitment to ensure proper staffing, training, facilities, opportunities and support systems designed to meet the special needs and requirements of international students so they may be successful as students in the U.S.

Guideline 2: Accuracy in Marketing Information
AIRC Institutional and Pathway Members market their educational and institutional services professionally and accurately, and maintain the integrity and reputation of their particular academic institution as well as of the U.S. education sector.

Purpose:
Adherence to this guideline is an AIRC Institution or Pathway Member’s commitment to marketing its respective institution, academic program and student services professionally, accurately, ethically, and truthfully. This commitment is a sign of quality assurance to both partner-agents and prospective students and their parents. The guideline offers a safeguard against unethical, false or misleading marketing practices.

Guideline 3: Transparent Student Recruitment Practices
AIRC Institutional and Pathway Members provide pertinent training and information to their partner-agents for use with the agent’s marketing and recruitment efforts so that prospective students may make informed decisions about institutional choice, thereby ensuring better alignment between their expectations and actual experiences.

Purpose:
Adherence to this guideline is an AIRC Institution or Pathway Member’s commitment to assuring that information provided to prospective students via agent partners is current and accurate at all times and throughout each stage of the recruitment process. This commitment ensures that an agent partner is duly trained by, and remains current on, the university/institution it represents, including topics such as admission and scholarship requirements, academic programs, international student support services, and policies relevant to an international student’s institutional choice.

Guideline 4: Engaged and Strategic Agent Management
AIRC Institutional and Pathway Members collaborate closely with their agent-partners and establish clear procedures for a sustainable agent-institutional relationship, including mechanisms for compliance with AIRC guidelines.

Purpose:
Adherence to this guideline by an AIRC Institution or Pathway Member ensures that effective communication procedures are in place and expectations for the relationship are clearly understood. It is also a commitment to understanding and complying with the AIRC guidelines.
Recruitment Services Firm Reference Questionnaire

Please complete this form and return it by e-mail to natalie.haban@csun.edu and ipp@csun.edu.

Institution: __________________________
Contact Name: __________________________
Contact E-mail: ____________
Date: __________________________
Recruitment Services Firm under consideration: __________________________

1. How long have you been working with Recruitment Services Firm under Consideration?

2. Is this recruitment firm responsible and do they work in a timely manner?

3. On average, how many students per term does this recruitment firm send to your institution?

4. Does this recruitment firm follow your procedures (application, commission, etc.) without difficulty?

5. What type of students does this recruitment firm send? Are they serious about learning?

6. Do the students from this recruitment firm typically want conditional admission to your university? (Please indicate if conditional admission is not available at your institution.)

7. Have you ever had any problems with this recruitment firm? Please describe.

8. Do you recommend this recruitment firm?

9. Is there anything else you believe we should consider about this candidate?
We offer the following international programs:

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intensive English Program (IEP)</strong></td>
<td>The Intensive English Program (IEP) is a year-round academic program designed to ensure that students acquire and improve the English-language skills needed for success in the undergraduate or graduate degree program of their choice at colleges or universities. The IEP not only prepares students academically for success in the university, but also offers students many benefits: supplemental after-school classes and tutoring, TOEFL/IELTS test preparation courses, access to our official ETS testing center, conditional admission to the university, TOEFL waivers for undergraduate and graduate studies (upon approval), and a certificate of completion. Applicants must be at least 18 years old.</td>
</tr>
<tr>
<td><strong>Conditional Admission</strong></td>
<td>Students can become pre-approved for admission to the undergraduate (Bachelor) or graduate (Master) degree program of their choice through IEP’s Conditional Admission plan even if students have not yet met the English-language proficiency admission requirements of their target educational institution. Applicants must be at least 18 years old.</td>
</tr>
<tr>
<td><strong>Semester at CSUN Program (SAC)</strong></td>
<td>Semester at CSUN is designed for students who meet the English-language proficiency requirements to study in the university, but do not intend to matriculate (or transfer) to CSUN. With the assistance of SAC academic advisement staff, students are enrolled in CSUN courses and may complete coursework for credit. Credit earned may be transferred back to their home university (upon approval). Applicants must be at least 18 years old.</td>
</tr>
<tr>
<td><strong>English-Language and Cultural Experience (ELCE)</strong></td>
<td>English-Language and Cultural Experience Program focuses on developing and improving the student’s English-language skills while learning about American culture. Tours, trips, and activities are organized by the IEUP staff. Applicants must be at least 18 years old.</td>
</tr>
<tr>
<td><strong>Custom-Designed English-Language Instruction Programs</strong></td>
<td>To suit the needs of the groups of students who come to CSUN through a sponsoring organization, the IEUP designs customized programs of varying lengths and levels. For more information, contact Vanessa Andrade at <a href="mailto:vanessa.andrade@csun.edu">vanessa.andrade@csun.edu</a></td>
</tr>
</tbody>
</table>

Mail or fax all required documents to: California State University Northridge (CSUN)
The Tseng College
ATTN: Admissions, Registration, & Client Services
18111 Nordhoff Street
Northridge, California 91330-8343 USA

For IEP specific questions or documents: iep@csun.edu
For SAC specific questions or documents: sac@csun.edu
For ELCE or custom-designed program specific questions or documents: vanessa.andrade@csun.edu
INTENSIVE ENGLISH PROGRAM (IEP):

1. Intensive English Program (IEP) Application
   Apply online at [http://tsengcollege.csun.edu/programs/IPP/IEP > APPLY > Choose term](http://tsengcollege.csun.edu/programs/IPP/IEP > APPLY > Choose term).

2. IEP Application Fee (non-refundable)
   Payable online when completing the IEP application. Payment is accepted by credit card or debit card (MasterCard or VISA) only.

3. Evidence of Financial Support
   Current official bank statement or bank letter, verifying a minimum balance of US $25,000 (for IEP).
   *** IF the student is accepted with conditional admission, the student will be REQUIRED to submit a CSUN Financial Affidavit Form (http://www.csun.edu/sites/default/files/affidavit.pdf) AT THE TIME OF TRANSFER from the Intensive English Program to their university degree program.

4. Photo copy of passport

5. First Term Tuition Payment
   For tuition and fees, visit [http://tsengcollege.csun.edu/programs/IPP/IEP > TUITION & FEES](http://tsengcollege.csun.edu/programs/IPP/IEP > TUITION & FEES).
   Tuition payment is accepted by credit card (MasterCard or VISA), electronic check (account and routing numbers required), or international wire transfer. For more information on international wire transfer, please see our [guide](http://www.csun.edu/sites/default/files/affidavit.pdf).

INTENSIVE ENGLISH PROGRAM (IEP) with UNDERGRADUATE Conditional Admission (In addition to #’s 1-5):

6. Intensive English Program (IEP) Application
   Apply online at [http://tsengcollege.csun.edu/programs/IPP/IEP/IEPCA > APPLY > Choose term](http://tsengcollege.csun.edu/programs/IPP/IEP/IEPCA > APPLY > Choose term) for either undergraduate or graduate.

7. CSUN (CSU Mentor) Application – International
   Apply online at [www.csumentor.edu > APPLY TODAY > International Admission Applications (Undergraduate and Graduate)](http://www.csumentor.edu > APPLY TODAY > International Admission Applications (Undergraduate and Graduate))
   Note: Review the Admissions Calendars for application deadlines and status by visiting [http://www.csun.edu/anr/AdmissionStatus.html](http://www.csun.edu/anr/AdmissionStatus.html). Second bachelor’s degree option is not available to business majors or any options within the Business Department.

8. $55 CSUN Application Fee (non-refundable)
   Payable online ONLY when completing the CSUN application. Otherwise, the $55 application fee can be paid by a separate money order/bank draft/traveler’s check (Endorse your traveler’s checks and make checks payable to CSUN).

9. OFFICIAL Academic Transcript(s) and Certificate(s)/Degree(s)/Diploma(s) issued from High School or College/University in original language AND translated in English.

10. Proof of Graduation issued from High School or College/University in original language AND translated in English.

INTENSIVE ENGLISH PROGRAM (IEP) with GRADUATE Conditional Admission (In addition to #’s 1 - 10):

11. Three (3) Recommendation Letters

12. Statement of Purpose

13. Resume / CV

14. Additional Department Requirements
   Review by visiting the Graduate Programs website. Click “Graduate Programs” and select the first-letter of the desired major or contact your department of interest directly.

Visit the program website for more information at [http://tsengcollege.csun.edu/programs/IPP/IEP](http://tsengcollege.csun.edu/programs/IPP/IEP).

For IEP admission questions, email us at [iep@csun.edu](mailto:iep@csun.edu).
ADMISSION REQUIREMENTS:

Semester at CSUN (SAC)
(For undergraduates ONLY)

1. Semester at CSUN (SAC) Program Application
   Apply online at http://tsengcollege.csun.edu/programs/IPP/SAC > APPLY > APPLY.

2. SAC Application Fee (non-refundable)
   Payable online when completing the SAC application. Payment is accepted by credit card or debit card (MasterCard or VISA) only.

3. Copy of TOEFL (Test of English as a Foreign Language) Score Report of 500 (PBT) / 173 (CBT) / 61 (iBT) or higher.
   Note: PBT = Paper-Based / CBT = Computer-Based / iBT = Internet-Based.
   OR
   Copy of IELTS (International English Language Test System) Score Report of 6.0 or higher.
   NOTE: The acceptable English-language proficiency scores above are for undergraduate applicants only. Graduate applicants wanting to apply to SAC are accepted on a case-by-case basis and must meet the appropriate graduate applicant scores. To review all acceptable English-language proficiency scores, visit our website at http://tsengcollege.csun.edu/programs/IPP/SAC/programrequirements.

4. Copy of OFFICIAL Academic Transcript(s) in original language AND translated in English.

5. Evidence of Financial Support
   Current official bank statement or bank letter, verifying a minimum balance of US $16,000 (for SAC).

6. Photo copy of passport

7. First Semester Tuition Payment
   For tuition and fees, visit http://tsengcollege.csun.edu/programs/IPP/SAC > TUITION & FEES
   Tuition payment is accepted by credit card (MasterCard or VISA), electronic check (account and routing numbers required), or international wire transfer. For more information on international wire transfer, please see our guide.

SAC is available to undergraduate students who are not formally enrolled in a degree program at CSUN and want to take academic courses for up to 2 academic semesters of study. Graduate students are accepted on a case-by-case basis.

Requirements:

- Age 18 or older
- Have completed high school
- Undergraduate level students (without a bachelor’s degree): TOEFL score of 61 (iBT) or IELTS score of 6.0
- Graduate level students (with a bachelor’s degree): TOEFL score of 79 (iBT) or IELTS score of 6.5
- Grade point average: minimum 2.0, based on a 4.0 grading scale, from a ministry of education recognized college/university

Note:

- Students currently enrolled in our Intensive English Program and want to continue in SAC must complete the English-language proficiency requirement and follow the how to apply instructions. Evaluation will be based on SAC program requirements.
- Full time enrollment in SAC program is 12 semester units for undergraduate level students and 9 semester units for graduate level students.
- SAC program does not guarantee future admission to a CSUN degree program.
- Course selection is subject to availability and the approval of the relevant academic department and/or instructor. Academic advisement and registration assistance will be provided for students.
- Time allowed for enrollment in SAC program is 2 academic semesters.

Visit the program website for more information at http://tsengcollege.csun.edu/programs/IPP/SAC.
For SAC admission questions, email us at sac@csun.edu.
Dear Partner,

Below, please find contact information for CSUN’s Tseng College International Programs and Partnerships (IPP) team.

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>AREA OF RESPONSIBILITY</th>
<th>CONTACT PERSON</th>
<th>PHONE NUMBER</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPP OFFICE</td>
<td>Director of International Programs &amp; Partnerships</td>
<td>“Jane” Xiujie Sun</td>
<td>+1 (818) 677-5469</td>
<td><a href="mailto:xiujie.sun@csun.edu">xiujie.sun@csun.edu</a></td>
</tr>
<tr>
<td></td>
<td>Associate Director: Prospective partnerships, agreements, and recruitment; customized short programs; Point of Contact for BSMP</td>
<td>Vanessa Andrade</td>
<td>+1 (818) 677-5948</td>
<td><a href="mailto:vanessa.andrade@csun.edu">vanessa.andrade@csun.edu</a></td>
</tr>
<tr>
<td></td>
<td>Agency applications, agreements and commission invoices</td>
<td>Natalie Haban</td>
<td>+1 (818) 677-3113</td>
<td><a href="mailto:natalie.haban@csun.edu">natalie.haban@csun.edu</a></td>
</tr>
<tr>
<td>ADMISSIONS</td>
<td>Application and enrollment questions about the Intensive English Program (IEP)</td>
<td>Susana Nieto</td>
<td>+1 (818) 677-2504</td>
<td><a href="mailto:iep@csun.edu">iep@csun.edu</a></td>
</tr>
<tr>
<td></td>
<td>Application and enrollment questions about the Semester at CSUN (SAC) Program</td>
<td>Lesa Green</td>
<td>+1 (818) 677-2504</td>
<td><a href="mailto:sac@csun.edu">sac@csun.edu</a></td>
</tr>
<tr>
<td></td>
<td>Immigration and SEVIS issues; international admissions issues</td>
<td>Ayda Vardumyan</td>
<td>+1 (818) 677-7649</td>
<td><a href="mailto:ayda.vardumyan@csun.edu">ayda.vardumyan@csun.edu</a></td>
</tr>
<tr>
<td>PROGRAMS</td>
<td>Intensive English Program (IEP) Academic Director</td>
<td>Bessie Karras-Lazaris</td>
<td>+1 (818) 677-5938</td>
<td><a href="mailto:bessie.lazaris@csun.edu">bessie.lazaris@csun.edu</a></td>
</tr>
<tr>
<td></td>
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Warm regards,

International Programs and Partnerships Team