



University of Nevada, Reno

# Agent Manual

**STUDY IN THE BEAUTIFUL AMERICAN WEST**



**Intensive English Language Center**

[www.unr.edu/ielc](http://www.unr.edu/ielc)

[IELC@unr.edu](mailto:IELC@unr.edu)



University of Nevada, Reno

## A Warm Welcome

Dear Agent,

We value the interest and efforts of international student recruiters. Many of our students have chosen the services of an agent to assist them in offering advice on choosing a school and the application process.

This handbook is designed to introduce you and your company to our program. We will continually provide up-to-date information to you so that you can best assist the students that utilize your services. For more information you can also visit our website: [www.unr.edu/ielc](http://www.unr.edu/ielc)

Established in 1982, The Intensive English Language Center (IELC) offers unique opportunities both inside and beyond the classroom:

- Located on the beautiful campus of the University of Nevada, Reno
- 70+ Countries represented on campus
- Live in Reno, Nevada— A beautiful, safe, small city with big city excitement
- Weekly social activities, sightseeing trips and sports arranged by IELC

We look forward to welcoming your students and providing them with an experience they will never forget.

Sincerely,

The Intensive English Language Center Team







University of Nevada, Reno

# INTENSIVE ENGLISH LANGUAGE CENTER

## MISSION STATEMENT

The mission of the Intensive English Language Center (IELC) is to provide quality English Language instruction and cultural orientation to international students and other non-native speakers of English in order to prepare them to become successful members of the academic and social community of the University of Nevada, Reno and of the United States.





University of Nevada, Reno

## RENO “The Biggest Little City In The World”

Nestled at the base of the Sierra Nevada mountains, Reno boasts a population of 500,000 and has been named one of the *Top 20 Safest Cities in America*. Reno is also very affordable and it is the perfect location for students to learn English. From our vibrant downtown Riverwalk District, to our many cultural festivals, our vibrant art scene and exciting nightlight, Reno offers something for everyone.



**300 Days of Sunshine/Four Distinct Seasons/Spectacular Mountain Views**







University of Nevada, Reno

## Reno-Tahoe Top Activities

- Skiing at 18 world-class ski resorts
- Kayaking on the Truckee River
- Golfing at 50 championship golf courses
- Swimming in Lake Tahoe
- Mountain biking and hiking
- International festivals featuring Night of All Nations, Turkish Festival, Basque Festival, Greek Festival and Italian Festival





University of Nevada, Reno

## INTENSIVE ENGLISH LANGUAGE CENTER



### About Us

For over 30 years, the Intensive English Language Center at the University of Nevada, Reno has been helping students learn the English language skills needed to enroll in universities all around the United States.

### Quick Facts

- Small class size: 12 to 15 students per class
  - Twenty class hours per week
  - Six levels: beginning to graduate
- Classes in Reading/Writing, Listening/Speaking
- Integrated Skills classes: mini courses in a variety of content areas
  - Academic skills emphasized
- Certificate of completion for each level of instruction
  - Orientation and academic advisement



University of Nevada, Reno

## Conditional Undergraduate Admission

The Intensive English Language Center prepares international students to be successful in undergraduate academic programs at American universities.

### **Conditional Admission For Undergraduate Students**

Conditional Admission to the University of Nevada, Reno means that the academically qualified student will be admitted to the University at the undergraduate level after they successfully complete the IELC program and receive a recommendation from us OR achieve the required test score.

### **Admission Without English Proficiency Test**

Students may enter Nevada universities at the undergraduate level without an English proficiency test score after they successfully complete the IELC program and receive a recommendation from us.

### **Academic Classes For Intensive English Students**

Students who are in the advanced level of the program may enroll in one academic class at the University while studying full-time English after getting approval from IELC.





# How To Apply To The Intensive English Language Center

If you wish to study English as a Second Language at the University of Nevada, Reno you must meet the following admission criteria and complete steps 1-8:

1. Complete the IELC application package
2. Fill out the Credit Card Authorization form for the \$75 application fee
3. Include a copy of the biographical page of the applicant's passport
4. Send the Agent Release form completed by the applicant, if you would like to receive information on their behalf
5. Financial documentation such as bank statements showing a minimum amount of \$29,734 must be submitted along with the application package. This amount is subject to change without notice.
6. Email all required forms and documents to [ielc@unr.edu](mailto:ielc@unr.edu) or mail them to:

Intensive English Language Center  
University of Nevada, Reno  
Mail Stop 0148  
Reno, Nevada 89557 USA

***Minimum required age: 16 years of age. If applicant is under the age of 16, please contact our office for special circumstances and/or programs.***





# Apply For Conditional Undergraduate Admission

*Conditional Admission to the University of Nevada, Reno means that the students will be admitted to the University of Nevada, Reno at the undergraduate level after successfully completing the Intensive English program or achieving the required test score. A TOEFL Score is not required for undergraduate Conditional Admission. **Students do not need to apply for Conditional Admission to attend the Intensive English Language Center.***

**To apply for Conditional Admission at the University of Nevada, Reno applicants must complete steps 1-9:**

1. Complete the IELC application package plus the International Student Admission Application for UNR undergraduate programs (please contact the IELC staff to receive that application).
2. Fill out the Credit Card Authorization form for the payment of the information on the conditional admission application fee of \$170.
3. Include a copy of the biographical page of the student's passport.
4. Official transcripts and graduation certificate containing a proper signature, date and the institutional seal must be mailed directly from the school or college issuing the transcripts in an envelope that has been closed and sealed by the school. Please provide official high school (secondary school) transcripts showing all years attended and graduation or equivalent, and college or university transcripts from all institutions if attended. These transcripts are required whether or not credits will be transferred. Transcripts in any language other than English must be accompanied by a certified English translation containing the proper signatures, dates, and institutional seals to be official.
5. For Spring 2020 and Fall 2020 semesters, original financial documents such as bank statements must show a minimum amount of \$37,850 to cover the estimated expenses for one academic year (9 months). This amount is subject to change without notice.
6. Send the Agent Release form completed by the student, if you would like to receive information on the student's behalf
7. Mail the application and all documents to:  
Intensive English Language Center



University of Nevada, Reno

## IELC Terms of Agreement & Information

**Orientation** -- Attendance of a two day Orientation is required. If any part of Orientation is missed, you may be subject to a late Orientation/Testing fee of \$150.

**Immunizations and Health Screening Forms** -- Immunization and Health Screening forms **MUST** be returned to the IELC office one month before you arrive in Reno. If you arrive in Reno without these items it may delay your enrollment in classes and you cannot participate in orientation. This will result in an additional \$150 late orientation/testing fee. You will also be responsible for arranging and paying for your own health screening and immunizations.

**Health Insurance** -- IELC F-1 and J-1 students **are required** to enroll in the university medical insurance.

**Housing** -- Students **MUST** arrange housing in advance. The IELC does not provide housing arrangements. However, On-Campus and Off-Campus housing information will be sent in your acceptance packet. If you wait until you arrive to make housing arrangements, you may experience a delay in finding accommodations.

**Visa hearing date and result** -- If you are an F-1 student who received our Form 1-20, you agree to inform us of the date of your visa hearing as soon as you have scheduled that hearing. You also agree to let us know the result of that hearing once you have been informed of the result.

**Cancellation fee** -- By entering the U.S. on the IELC I-20, you are confirming that you will study at least one session at the IELC. If you transfer without attending the IELC, you will be responsible for a \$500 cancellation fee. If you are required to pay the deposit mentioned below, the \$500 cancellation fee will be deducted from that deposit.

**Deposit** -- Students from certain countries may be required to pay an 8 week tuition deposit in the amount of \$1,950 as part of the application process. A list of countries whose students are currently required to make this deposit can be found at <http://www.unr.edu/ielc/apply-now/apply-to-the-ielc>.

**Airport pick-up** -- Requests for an airport pick-up must be submitted to IELC@unr.edu at least two weeks before you arrive. This courtesy is only available to students who have completed their Health Clearance and Immunization Forms.



# Express Mail Service

The Intensive English Language Center at the University of Nevada, Reno offers you the opportunity to receive or ship your documents through a safe, quick and dependable delivery service. If you need your documents quicker, we use an express mailing service that will allow you to receive the documents through DHL or FedEx in three to five days. Requesting your documents through express mail is at your expense, and your credit card (*Visa, Mastercard or Discover cards only*) will be charged upon requesting the service. To request express mailing of your documents, go to the [University Express Mail Services](#) website.

If you experience any difficulty in registering and processing the shipment, please use the "Help" link in the website for step by step instructions. If you have additional questions about how to use this service, please e-mail [support@eshipglobal.com](mailto:support@eshipglobal.com).

## **Send your documents to the Intensive English Language Center at the University of Nevada, Reno**

1. Register and activate your account at University Express Mail Services. Registration and activation of your account is free.
2. Select the "Send" option.
3. Select "University of Nevada, Reno" and then "Continue."
4. Select the specific university department "Intensive English Language Center" and then "Continue."
5. Complete the shipping form and select "Ship/Quote."

Print airway receipt and label, prepare the package, and take it to FedEx or DHL office nearest to your location to send.

## **Receive your documents from the Intensive English Language Center at the University of Nevada, Reno**

Register and activate your account at [University Express Mail Services](#). Registration and activation of your account is free.

1. Click the "Receive" option.
2. Select "University of Nevada, Reno" and then "Continue."
3. Select the specific university department "Intensive English Language Center" and then "Continue."
4. Complete the shipping form, and select "Ship/Quote."

**Note:** *PO Box addresses are generally not preferred by express carriers. If entering a PO Box address, be sure you provide the complete physical address where the PO Box is located in order to avoid delay.*

1. On the confirmation page, check your shipment details.
2. On the same page, complete the credit card information form.
3. Select "Confirm" to advance to the shipment summary page.
4. The Intensive English Language Center at the University of Nevada, Reno will automatically be notified by University Express Mail Services (eShipGlobal) that you have requested your documents via express mail. You can track the shipment using the tracking number provided.
5. Receive your documents in 3-5 business days from the date of mailing.



University of Nevada, Reno

## School Policies

### Refund Policy

Students will need to sign a registration form during orientation. This form explains the tuition and other fees owed for the session they are attending. By signing this form, they agree to pay all tuition and fees for the session and understand that we do not refund any of the money, even if they stop attending classes. If a student fails to pay by the requested date, a 10% late penalty fee will be assessed. In addition, the student will also not be allowed to attend classes, which will result in the student's record being terminated in SEVIS. A student who is terminated, is considered out of status, which means they cannot continue in our university system or transfer to another school and must leave the US immediately.

### Health and Medical

Unlike most countries, the United States has no national health care program. Consequently, medical costs are extremely high. It is very important that students, academic staff, and their dependents be adequately covered by a health insurance plan. At the University of Nevada, Reno, international students are required to pay the university Student Health Center fee and purchase the international student insurance as indicated on the I-20.

### Placement Test

All new students in IELC will be given a placement test before entering classes. This placement test has been designed to help the IELC identify the appropriate level of Reading/Writing, Listening/Speaking, and Integrated Skills for new students.

### Attendance

F1 students must maintain an average of 85% attendance. Attendance is an important part of everyone's learning progress and grades. If a student misses a class, they are required to make up the work they missed.

### Violation of Policies

**Agents** representing students who violate the terms of the IELC application may be subject to have future students pre-pay tuition and fees prior to being issued an I-20. The agents contract may also be revoked.





University of Nevada, Reno

## Weekly Student Activities and Sports

### Activities may include:

- Lake Tahoe Trip
- Virginia City Trip
- Museums
- Planetarium
- Themed Parties
- Western Barbeque
- Movies
- Ice Skating
- Bowling
- Karaoke



### Weekly sports may include: (Summer only)

- Soccer
- Volleyball
- Basketball





University of Nevada, Reno

## Agent Information

The Intensive English Language Center at the University of Nevada, Reno, welcomes new agents. We recognize that many international students are best served through knowledgeable agents, and we encourage agent recruitment and representation.

### Agent Support

We are quick to respond to student and agent inquiries. We are proud to provide fast and helpful support to agents. We also help keep agents informed about any news or changes at the Intensive English Language Center (IELC) and University of Nevada, Reno (UNR) by issuing Agent e-newsletters throughout the year.

### Commission

The Intensive English Language Center offers qualified agents a commission on the first semester's IELC tuition. Qualified agents must send an invoice to the Intensive English Language Center within the current semester the student is attending to receive payment of commission. Commission will not be paid until the student has paid in full. We offer further support to agents by providing timely responses to their inquiries, quick processing of applications, providing promotional materials, agent certificates and e-newsletters. We are also available to assist agents with any other questions and concerns.

### Agreement

To become an agent, you will need to first fill out an agent application. Once we receive the agent application we will send you an agent agreement. To represent the Intensive English Language Center at the University of Nevada, we require that agents sign an agent agreement. The agreement must also be signed by the Director of the Intensive English Language Center and the Vice Provost of the University of Nevada, Reno. The purpose of the contract is to give both parties a complete understanding of the working relationship.

### Application Procedure

Once the agent has a student interested in attending, the agent should have the student complete an application form and return it to the Intensive English Language Center at the University of Nevada, Reno. Applications must be filled out completely by the student and all steps need to be taken for the application to be accepted. **Incomplete applications will delay the process of having the student admitted.**

### Student Information Release Form

In compliance with the Federal Family Education Rights and Privacy Act of 1974, the University is prohibited from providing certain information regarding a student to a third party. To receive information regarding a student, the student will need to complete the **"Student Information Release to Agent Authorization Form."**





University of Nevada, Reno

## Experience University Life

- Free access to computers and the internet
- Fully equipped recreation center with Olympic-sized swimming pool
- Student union and state-of-the-art library
- Student health center and pharmacy
- Foreign language laboratory
- Art galleries, theaters, concerts and special lectures
- Writing Center available for all students of all levels
- Tutoring and math center
- Over 300 clubs and organization, including an international club
- Conversation Partner Program





University of Nevada, Reno

## Nationally Recognized as a Tier 1 University\*



Medium sized university with 21,000 students

Over 145 Bachelor, Master, Ph.D. & Medical Degrees

International Business

International Affairs

Engineering

Biology

Biochemistry

Journalism

Computer Science

Political Science

Nursing

Education

Art and Music

And many more...

Ranked as one of the top college for undergraduate business and engineering\*

\*US News & World Report *"Best Colleges"*





University of Nevada, Reno

## Housing and Meals

- Convenient on-campus dormitories
- Opportunity to meet American and international students
- Affordable apartments nearby
- On-campus cafeteria, restaurants and coffee shops - meal plans available

