

Agency Training & Update

Objectives: All Highline agents should be able to provide the right college information for the prospective students and they have the clear understanding about the college expectations.

Please check the box to the left after you have read & understand that section.

- 1) Counselors should be able to navigate Highline’s ISP website to find the following information:
 - Admissions: (international.highline.edu/admissions)
 - Housing: (international.highline.edu/admissions/housingOptions.htm)
 - Tuition & Fees: (international.highline.edu/admissions/tuitionAndExpenses.htm)
 - Majors (including 5 BAS programs): (highline.edu/what-we-offer/programs-a-z/)
 - Transfer Options (including Honors):
(international.highline.edu/documents/university_transfer_list.pdf)
 - Important Dates, etc.: (international.highline.edu/admissions/importantDates.htm)
 - Agency & Partner Page: (international.highline.edu/aboutUs/ourCampus.htm)
- 2) Agents should be able to go over Highline’s Power Point and Highline brochures, internet brochure, as they point out highlights and important points
- 3) Agents should be able to determine if Highline is a good option for the student.
Please do not refer a student who do not meet with our admission criteria or who do wish to pursue the major which Highline does not offer
- 4) Agents should be able to explain the differences between Kaplan Highline Center (KHC) and ESL programs at other colleges in WA; KHC VS ELS/other private ESL programs—price and levels fit with international.highline.edu/intensiveEnglish/index.htm
 - Kaplan’s level scale
 - Kaplan’s level up testing system
 - Kaplan’s presence on Highline’s campus
 - Kaplan’s flexibility: start date every Monday
- 5) Agents should know all admission-related documents (in PDF) need to be submitted to INT@highline.edu. Online application forms are also accepted but please inform us by e-mail that they have submitted the application online. The agent can put his/her company name under the “Note” section if he/she is using the online application form
 - The application fee can be paid by credit card, but the agency must confirm if the credit card can be used overseas (Credit Card Authorization Form: international.highline.edu/documents/CCAUTH.pdf)

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- 6) Agents should be aware of the agency responsibilities & commission payment policy and process
 - Go over the contract (Coordinate with Program Coordinator regarding wire transfer)
 - The contract is valid for 5 years. At the time of renewal, Highline College will review the performance and decide on the renewal offer. (Highline's goal is to keep *active agents in our agency network.) *varies
- 7) Agents should know Highline's mandatory insurance policy:
(international.highline.edu/admissions/insurance.htm)
- 8) Agents should know the difference between Short Term Programs (STP) and regular programs at Highline
 - Highline accepts TOEIC score only for short term program
 - No OPT and/or CPT option for Short Term Program (If students wants to do an OPT and/or CPT, they must apply and meet requirements for AAS/Certificate program)
 - Kaplan's Intermediate Level VS High Intermediate (10 week difference)
 - Short Term Program's main focus: Experience in the U.S.; learning opportunity; Non-academic
 - Agents must request Highline to issue the Short Term Program CLA/Acceptance letter if the student is starting from Kaplan. The student must show the CLA/Acceptance letter at the Kaplan orientation
 - Kaplan would not allow students to transfer early (after "Intermediate Program") unless the student has the Short Term Program CLAs from Highline before their arrival
- 9) Agents should know about Kaplan Highline Center (Highline's ESL) & Highline's Academic Program
- 10) Highline's English Proficiency requirement
 - Agents should know Highline's TOEFL/IELTS/Kaplan level and TOEFL alternatives and that we accept students from other schools:
<http://international.highline.edu/admissions/toeflAlternatives.htm>
- 11) Confirm that agents are receiving Highline's Newsletter each quarter and that we are sending it to the right person (update emails)
- 12) Agents can request a Highline Conditional Letter of Acceptance (CLA) directly
 - We do not charge for CLAs
 - Kaplan does charge a fee (University placement Service) if the student's booking with Kaplan is less than 16 weeks.
 - Highline can also offer 4 year university CLAs upon request (e.g. for ASU, Cal State San Marcos, CWU, Univ. of Oregon, UNLV, UWT, WSU, WWU, Hawaii Pacific)
- 13) The student can request "Deferred attendance" up to 3 times (but there is a deferral shipping fee for updated documents, i.e. I-20 and Acceptance letter, etc.) Please email us at INT@highline.edu.

- 14) Agents should know that Highline’s approximate response time for the following
Inquiries (about 2 working days) Admission/I-20 process (about up to 1 week)
- Admission person will notify the agent if any document is missing (within 2 working days).
 - Agents must coordinate the timing of submission if they have more than 5 applications at the same time
- 15) Agents should know of Highline College’s name change from Highline Community College as of July 2014

Agency Name: _____ **Country:** _____

Counselor’s name who completed this check list: _____

Date of Completion: _____ (e.g. Month/Date/Year: May 10, 2018)