

Feb 26, 2015

Greetings!

You've all begun an application for Semester Study Away in the StudioAbroad system.

Note that from Feb 27 – March 6, I (Jill Fischer, CICE Study Abroad Advisor) will be out of the office with very limited access to email.

As this can be a busy time for questions about the semester study abroad application and process, I've put together the following **Frequently Asked Questions (FAQs)** to address many of the questions you may have in my absence. **Please review it carefully before contacting the CICE with questions while I'm gone.**

FIRST -- If your question can WAIT until after March 9, please let it wait until my return. You may email me or plan to stop by the office to me the week of March 9th (and feel free to send me reminder email on the 10th or 11th if you haven't heard back from me.)

SECOND – if your question or application issue/concern cannot wait until my return, then follow instructions/contacts as noted below.

We look forward to working with you on your Study Away plans. Thanks for your patience with us during this busy time of year. We will do our best to address your questions and concerns, and review applications in a timely manner.

Best, Jill Fischer

CICE

Key contacts regarding StudioAbroad and application materials are **CICE Assistant Director, Linda Shaw** and **CICE student employee Hannah Markquart**.

The **CICE Peer Advisors** are also available for general advising and program related questions.

See the bottom of the FAQ page for their contact information and work hours.

Semester Study Away

Frequently Asked Questions (FAQs)

When is the application deadline for Semester Study Away - Gustavus StudioAbroad Application?

March 1, 2015 at approximately 11:59pm. You will lose access to StudioAbroad after that time, so do not wait until the last minute to start or complete your application as you may run out of time or the system may become overloaded by everyone attempting to finish up at the last minute.

Can I submit my application fee and / or official transcript after the deadline?

We expect you to request your transcript by deadline (March 1) and that you either bring in a check on Friday, Feb. 27 before 4:00 pm or submit your on-line credit card payment by deadline (March 1). The CICE **will continue** to process and post received transcripts and application fees (as paid on-line) after March 1. So, as long as you've done your part in requesting your transcript or paying your application fee by deadline, they will be accepted and processed after March 1. We will also give you a grace day of Monday, March 2 for you to bring in application fees paid by check to our office. Please drop them off no later than 4:00 pm, March 2 (but by Friday is better).

I paid my application fee and / or submitted my transcript request before March 1, but it's still not checked off. Will I be penalized? Will my application still be accepted?

If you paid your application fee and / or submitted your transcript before March 1, you are okay. It can take a few days for items for our office to receive and / or processed your materials but we will continue to process and check-off items after March 1.

I paid my application fee but it is still not checked off and I have a receipt of payment and / or confirmation of payment. What should I do?

If you paid in the last day or two, it may still be in process and will likely show up on your account soon. If it's been more than several days, please contact Hannah Markquart in the CICE (See her contact info and office hours below) so she can follow up. If you notice that a receipt has been attached to your StudioAbroad account (under Attached Documents, lower left hand side) but it has not been checked off, contact Hannah Markquart to let her know so she can finish the process.

Is my application fee refundable? Is it refundable if I don't get approved or if I'm waitlisted?

No, the application fee is not refundable.

What are my chances of getting approved for spring semester study away?

It is hard to say until we see the final numbers of completed applications. Please see our website for information on this topic: <http://gustavus.studioabroad.com/> See the Important *Information Regarding Semester and Year-Long Programs* section.

What if there is a hold on my transcript?

If there is a hold on your transcript, please try to get the hold released so a transcript can be sent to CICE to complete your application file. If you will not be able to get your hold released by March 9, please email Jill Fischer (jfische4@gustavus.edu) about your situation, explaining it and letting her know when you expect to have the hold released.

What if my GPA is below the minimum requirement of 2.75?

You may still apply for approval for study away. There is an additional essay that you will need to complete. If you haven't already you should talk with Jill (after March 9) about your situation, but in order for your file to be considered, it will need to be complete to include the non-refundable application fee of \$65.

I sent my faculty recommender(s) a recommendation request, but they haven't submitted it yet. Will I be penalized? Will my application still be accepted?

Faculty recommenders **WILL HAVE** access to StudioAbroad after the March 1 deadline. Recommenders are not locked out of the system like students/applicants are. As such, we will happily accept recommendations from faculty after March 1 as we know the recommendations take time and we deeply value their input. However, we will not be able to review your file for approval until recommendations are submitted and your application is complete.

What if my faculty recommender hasn't submitted their recommendation letter yet? What can I do?

We suggest you send them a gentle reminder about the deadline, letting them know it is appreciated by March 1. But, again, we will happily accept their recommendation after the March 1 deadline.

I sent a recommendation request to my faculty member but they have indicated they did not receive a notice. What can I do?

First – log into StudioAbroad and double check that the email you sent the request to is correct email address (and uses @gustavus.edu and not @gac.edu). If the email address you used is not

correct, simply re-submit a new recommendation request using the corrected address to the desired faculty member.

If the email address you used for the request is correct, then we (the CICE) can re-send the original recommendation request to the faculty member. While I'm gone (from Feb 27 – March 6) **email Hannah Markquart or Linda Shaw** and ask them to re-send the recommendation request. Give your full name and program/term, and the faculty recommender name. Only CICE staff can re-send an existing recommendation from the StudioAbroad system. See below for emails and hours in the office (for Hannah.)

What if I need to re-send the recommendation letter request?

See Above.

Can I have my work supervisor / CF / boss / internship supervisor complete a recommendation for me?

We are happy to accept recommendations from non-faculty members as a THIRD recommendation, but we still require two recommendations from faculty members who have taught you in class or serve as your academic advisor (recommendations from non-faculty members who are your academic advisor, i.e. Jane Lalim or Margo Druschel, are also acceptable as 'faculty recommendations'.

I am a faculty member trying to submit a recommendation but am having problems with StudioAbroad / logging in / receiving the email from the system with the link to the recommendation. What should I do?

Contact Linda Shaw, ls Shaw@gustavus.edu, ext 7150 in the CICE. She will be able to assist you.

Reminder that Recommenders are able to submit recommendations after the March 1 deadline. Students will be locked out of the system after March 1, so all recommendation requests need to be submitted by deadline, but faculty retain access to StudioAbroad after the deadline. We will happily take your recommendation as soon as you are able to submit it. Thanks for your support of students and study away. Your input is invaluable to our review process.

How will I know if my application is complete?

Generally speaking, **trust the checkmarks.**

Log into StudioAbroad and look at your application checklist. Once all of your applications items have a check in the box that means your application is complete. CICE student employee Hannah Markquart will be reviewing all files to ensure that they are complete. If all looks good, internally we will change your status from 'In-Process' to 'Application complete'. At that time, you will get an email from StudioAbroad indicating that there has been a 'status change', but

you won't see anything different on your file. Likely that only means that we've looked at your file and changed it from 'in-process' to 'application complete', but check the Checkmarks.

What if I have a question about one of my application materials / questionnaires / submissions?

While Jill is gone (Feb 27 – March 6), please address **specific application material questions** to CICE student employee **Hannah Markquart**. Hannah can check your application submissions and address most of your needs. See below for her email and work hours. You can come by the CICE when Hannah is scheduled to work or you can email her.

I submitted "insert StudioAbroad questionnaire here". Now I need to revise my answer but am locked out. How can I get access to this questionnaire again?

CICE staff can 're-open' a questionnaire for you. Please contact CICE student employee **Hannah Markquart** and ask her to re-open it. See below for her email and work hours.

When will I hear if I've been approved?

Fall and Academic Year applicants will hear about their approval status by the end of March. Upon my return to campus March 9, I will first work on approving students who have March (all dates) or April 1 application deadlines for their next program as they will need to move quickly on to their next application process.

Spring applicants will hear about their approval status mid- to late April or early May (possibly before that.)

Some spring applicants who indicate they have some term flexibility may be contacted in March to see if they want to switch to fall term.

What if my application deadline for my program provider is in March or is April 1?

Upon Jill's return to the office, she will begin reviewing and approving fall and AY students on application deadline priority order (earlier deadlines apps will be reviewed first, and so on.) She will alert you of your Gustavus approval as soon as she can review your file, hopefully week of March 9-14 for students with 2nd apps due up through April 1. You may begin to review the application process for your specific program so that you are prepared and ready to go once you receive Gustavus approval.

How will I know if I've been approved?

Upon approval, we will change your status from 'Application Complete' to 'Gustavus Approved' or 'Gustavus Conditional Approval'. At that time, you will receive an email from StudioAbroad letting you know there's been a 'status change'. You may also receive an email from Jill. Log into StudioAbroad to see your *Decision Letter* and Status Update. You will be given next step instructions at that time.

How will I know what my next steps are?

See above and Log into StudioAbroad and carefully **read the *Decision Letter*** and look for info on Your Next Steps. Your next step is to start to **apply to your actual program**, look up that **application deadline**, and **schedule your application review session** with Jill.

How do I schedule a time to meet with Jill?

Come into the CICE and sign up on her advising schedule located at the front desk. Except in special circumstances, we are not able to schedule appointments via email.

How will I know if I've not been approved or if I've been waitlisted?

Upon review of files, if we do not approve a student, we will change your status from 'Application Complete' to 'Not Approved' or 'Waitlist'. At that time, you will receive an email from StudioAbroad letting you know there's been a status change. You will also receive an email from Jill or other CICE staff. Log into StudioAbroad to see your Decision Letter and Status Update. You will be given next step instructions at that time.

Can I apply after the March 1 deadline?

Because of the college's need to have us carefully balance applicant term numbers between fall and spring, late applications are generally not allowed, but may be workable if you are looking at fall term. Please EMAIL JILL FISCHER about your situation (why it's late, program looking at, term, etc.). Jill will consult with CICE staff and will get back to you AFTER March 9.

I'm curious about scholarships, where can I find information?

<https://gustavus.edu/cice/studyabroad/programs/year-semester/ScholarshipInformation.php>

Be sure to check for scholarships thorough your program provider (e.g. CIEE, Arcadia, IES, IFSA Butler, SAI and so on) and apply for ANY scholarships with your provider for which you are eligible.

Will my Gustavus financial aid and/or scholarships still apply?

<https://gustavus.edu/cice/studyabroad/programs/year-semester/YrSemPolicies.php#aid>

Where can I find a cost estimate?

General cost estimates are found in the 2015-2016 Approved Programs Brochure found here online: <https://gustavus.edu/cice/studyabroad/documents/2015-16CICESemesterApprovedProgramsBrochureV2.pdf>

Rough cost estimates have been and will be provided to many of you during advising with Jill, Study Abroad Advisor. Approved students will receive *Formal Cost Estimates for Study Away* in April / May (fall applicants) and Sept/Oct for spring applicants.

I applied for a Gilman Scholarship which is due March 3. Who will certify my application as the Study Abroad Advisor?

Jill will review and certify Gilman Scholarship applications on March 9 and 10, once she is back (certification deadlines is March 10.)

I am a fall program applicant who has been approved by the CICE for Study Away already. What is my next step?

If you've been approved for fall study away already, please log into your StudioAbroad account for next step information. You should begin your program provider application and sign up for an application review session with Jill for the week of March 16. Come into the CICE to sign up on her advising schedule located at the CICE front desk area.

CONTACT INFORMATION

Who do I talk to while you are away if I have questions?

I have a question for Jill Fischer, but she's out until March 9. What should I do?

If your question can wait until Jill returns on March 9, then great – please let it wait and contact Jill after March 9. You can also email your question to her so that it is waiting for her when she returns.

If you need more immediate help, see Hannah Markquart in the CICE with application materials questions, CICE peer advisors for general semester study away program questions or Linda Shaw, CICE Assistant Director for emergency or other concerns.

See HANNAH MARKQUART for application materials / application complete / StudioAbroad items / re-send recommendations

Email: hmarkqua@gustavus.edu

Hours in CICE: Monday 2 – 4:30pm, Wednesday 2 – 4:30pm, Friday 10 – 12:30pm

See LINDA SHAW for more urgent matters that are not application specific and which cannot wait until after March 9

Email: shaw@gustavus.edu

Hours in CICE: Mon – Friday, 8:30am – 4:45pm

See PEER ADVISORS for general semester study away program questions

Olivia Del Viscio, Katie Kemp and Joey Wiley – Email: peeradvisors@gustavus.edu

Hours in CICE: see website <https://gustavus.edu/cice/studyabroad/advising/PeerAdvisors.php>