



INTERNATIONAL SERVICES

Graduate Department FAQs

- **How do I check the status of an applicant?**
 - The easiest way to check the status of your applicants is via iStart. Log on to your account, and then click “International Admissions Departmental Services.” Then click, “Download an Excel List of Your Graduate Applicants.” The spreadsheet will list your applicants’ full names, UIDs, and other information. It will also give a description of the stage of the application process that each applicant is in.
- **How do I request an evaluation of an applicant’s credentials?**
 - To request an evaluation of an applicant’s credentials, log on to iStart. Click the Admission tab on the left, and then click “Graduate Department Request for Evaluation.” Then, fill in the required information and upload PDF files of academic records (if necessary).
 - Track 1 departments: Do not submit a request for evaluation for a bachelor’s equivalency determination for your international students. Only use the evaluation request for international students for GPA calculations, grading scales, or other information not included in the bachelor’s equivalency determination (which occurs as a regular part of the admission process for Track 1 departments). However, for your domestic students and Legal Permanent Resident applicants who have international coursework, you may submit the evaluation request for a bachelor’s equivalency determination (as well as other information as needed).
- **Can I request an evaluation of a prospective student’s credentials?**
 - No. The OIS will only evaluate the credentials of students with active applications.
- **How long does it usually take to admit an international graduate applicant and issue visa documentation?**
 - The time it takes to process an international graduate student’s application can vary considerably. However, if all required materials are submitted at the time the student is admitted by the department, the admission may be finalized and the immigration documents may be issued within two weeks.
- **How do I submit confirmation of acceptance of funding for an applicant?**

- Departments will submit confirmation of acceptance of funding through iStart. To do so, log on to iStart and click the Admission tab on the left. Then click, “Student Confirmation: Graduate Department.” Next, enter the student’s UID and select “Confirm acceptance of offer of funding” from the drop-down menu and answer the questions that follow. Click “Submit” to complete the process.
- **What steps do I need to take if a student is unable to submit the required final, official academic records in time?**
 - At times, students may not be able to obtain official academic records by the required deadline. In these situations, the graduate department will need to submit an A11 hold extension request via iStart. To do this, log on to iStart and click the Admission tab on the left. Then click, “Graduate A11 Hold Extension Request.” Answer the questions that follow and click “Submit.”
- **Do English translations have to be issued by the school?**
 - The OIS only requires English translations to be issued by the school for institutions in China; this is because most institutions in China issue official documents in both English and Chinese. For institutions attended in other countries, any English translation is acceptable if it is an accurate, line-by-line translation.
- **How do I submit a deferral request for an applicant?**
 - To submit a deferral request, log on to iStart. Click the Admission tab to the left, and then click “Student Confirmation: Graduate Department.” Next, enter the student’s UID and select “Notify of deferral of application” from the drop-down menu. Answer the questions that follow and click “Submit.”
- **What is the best way to reach OIS?**
 - Graduate departments can email intlgrad@iu.edu or call (812) 855-6406. Students and other contacts can email newtoiu@iu.edu for admissions questions, or ois@iu.edu for post-admission questions. The OIS’ front desk phone number is (812) 855-9086.
- **When will we get our students’ documents back?**
 - Track 2 and Track 1.5: As soon as we scan it in, we make preparations to send it back to the department. Irreplaceable documents may take longer to return because we hand-deliver those.

- Track 1: Documents are retained for a period of one year, after which they are sent to the department. The exception is for documents for domestic students or Legal Permanent Residents; academic records from these students will be sent to the department immediately after processing.
- All grad department docs will be sent to their respective departments after one calendar year if we have retained the records.
- **What do you do if you get a domestic student's transcript not meant for OIS?**
 - We send it to the correct graduate dept.
- **A student mistakenly applied as GINT/GRAD. How can he switch his application to the correct one?**
 - A copy of the student's passport is required as proof that the student is indeed a different status than what he has reported in his application.
- **Why were the academic documents marked "unofficial?"**
 - There are several possible reasons. Often documents are deemed unofficial if they are photocopies of original documents, or if they do not bear an original stamp or seal from the issuing institution, or other proper authorizing body. Academic records from US institutions must be issued to a department at IU and must never be handled by the student to be considered official. If there are questions about why a document was deemed unofficial, it is best to contact intlgrad@iu.edu with questions.