FREQUENTLY ASKED QUESTIONS (FAQs) – Updated 4/17/2020

To save you time, the week’s updates will be highlighted in green

We hear that California is on lockdown and that university campuses are closed.

- Yes, the California Governor has ordered that all non-essential government offices and businesses must close until further notice, this includes the public university systems (UC & CSU). All staff in the CSU, Chico international office are telecommuting from home. Spring 2020 instruction is continuing in a virtual format.

Is CSU, Chico still processing international applications?

- Yes, undergraduate and graduate admissions are still moving forward. Staff continue to communicate by email and video chat with prospective applicants and admitted students. General questions should be sent to apply@csuchico.edu.
- CSU, Chico just extended the Fall 2020 undergraduate application deadline to May 1, 2020. Applicants can continue to access Cal State Apply to complete their online application: (https://www2.calstate.edu/apply/international).
- Graduate deadlines will not be extended. See Cal State Apply for a complete list of deadlines and programs.

Mail service in my country is temporarily suspended and I cannot send or receive mail.

- We have heard reports of difficulty sending and receiving mail in countries throughout the world. All admission packets are normally sent by DHL international courier at no cost to the student. Staff are creating I-20’s at the time of admission, but now sending admission packets by email, including a valid digital I-20.
- Once admitted students receive the I-20, they should use their SEVIS ID number to pay the I-901 SEVIS fee.

My school/university is temporarily closed and I cannot obtain official academic records. What do I do?

- Undergraduate admission can be offered based on unofficial, digital mark sheets/tran scripts. Please email digital records to apply@csuchico.edu.
- Graduate admission has extended the document deadline from April 1, 2020 to May 1, 2020. This means that graduate applicants have until May 1, 2020 to send official or university-attested mark sheets/tran scripts/degree certificate to our office. Packages must be post-marked by May 1, 2020. If the lockdown in India continues longer than expected, International Admissions will make reasonable accommodations for individual applicants upon request. Graduate applicants should contact International Admissions if they are unable to meet the May 1st document deadline.

The US consulates in my country are currently closed and a backlog of visa interviews is expected. What if I cannot get a visa in time to arrive for the fall semester?

- CSU, Chico International Admissions will offer admission deferral to Spring 2021 for all Fall 2020 admitted undergraduate students who are unable to secure a visa. We only
ask that students in this situation write us an email explaining their situation before the start of the fall semester (August 2020).

- Graduate admission deferral can only be offered by the program coordinator. Graduate students who cannot arrive in August due to immigration reasons should contact International Admissions about deferral. We will coordinate with the appropriate program coordinator.

- **Please note:** deferral is offered on the condition that the academic record does not change. If additional coursework is attempted, the student must re-apply, pay an application fee again, and submit the additional academic records.

**I still have not taken the TOEFL or IELTS, what should I do?**

- As of April 2nd, ETS is offering a “Special Home Edition” option for the TOEFL (and GRE) exam in all countries where the TOEFL iBT exam is normally offered, except Iran and China. See the ETS website for details: https://www.ets.org/.

  - **As of April 22**, IELTS will be introducing the IELTS Indicator online exam. It will be offered in countries where IELTS testing has been suspended due to COVID-19.

**Spring 2020 classes at my U.S. college will be given Credit/No-Credit grades due to COVID-19 campus closures and the change to online coursework. Will this impact my eligibility for admission?**

- CSU, Chico is making exceptions to grading requirements. This decision was made by the CSU system office and details can be found on [CSU website](https://www.csuchico.edu).

**Will the Fall 2020 semester start on time and will instruction be offered in-person?**

- The University has made no change in plans for the start of the Fall 2020 semester or the method of delivery. We expect the Fall 2020 semester to begin as normal and be offered in-person.

Applicants are encouraged to contact our office at any time if they have questions or concerns:

**International Admissions and Outreach:** apply@csuchico.edu