Dear University of Minnesota Advisers and Colleagues,

We are driven to create an inclusive and engaged international learning community at the University of Minnesota. As Academic Advisers, you play a critical role in creating an environment where international students feel welcomed, thrive, and add to the strength of our university.

The goal of this guide is to provide information and resources to advisers that will help you in assisting international students during the first semester.

By creating a smooth transition, international students are more likely to succeed academically and be engaged in their university experience.

Please contact any of the liaisons below to get further information on ways to support our University of Minnesota international students.

**International Student College Liaisons**

Anny Lin, Carlson School of Management
Phuong Geiger, College of Biological Sciences
Teresa Fruen, College of Continuing and Professional Studies
Wanda Loerch, College of Design
Betty Yang, College of Education and Human Development
Grant McCormick, College of Food, Agricultural and Natural Resource Sciences
Kelly Deutschman, College of Science and Engineering
Valerie Bertsch, College of Liberal Arts
Alison Blomster, College of Liberal Arts
Therese Djei, College of Liberal Arts
True Xiong, College of Liberal Arts

**International Student Services Liaisons**

Beth Isensee, International Student and Scholar Services
Drew Smith, International Student and Scholar Services
Theresa GanglGhassemlooei, International Student and Scholar Services
Jenny Mealey, Office of Undergraduate Admissions
Amy Hackett, Office of Undergraduate Education
Michael Anderson, Minnesota English Language Program
Elizabeth Schwartz, Internationalization of Curriculum and Campus, Global Programs and Strategy Alliance
LeeAnne Godfrey, Minnesota English Language Program
Sharon Dzik, Office for Community Standards

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APPROXIMATELY 12% OF THE UNDERGRADUATE STUDENT BODY IS INTERNATIONAL STUDENTS.

INTERNATIONAL STUDENTS ARE DEFINED AS STUDENTS WHO ARE IN THE UNITED STATES ON NON-IMMIGRANT VISAS AND THEIR PRIMARY PURPOSE FOR BEING IN THE UNITED STATES IS TO STUDY FULL-TIME.
Table Contents

Summary of Changes and Request for Assistance..............................................................................................................................4

International Student Pre-Arrival Information.................................................................................................................................5

New International Student Registration Information......................................................................................................................7

What Is MyISSS? ......................................................................................................................................................................................8

Course Registration Guidelines: First Semester International Students ..................................................................................................8

English as a Second Language Courses ...........................................................................................................................................9

English Language Requirements and Support..................................................................................................................................10

Students Experiencing Personal Difficulties or Mental Health Issues ...............................................................................................13

International Student Articles and Resources ......................................................................................................................................14

Contact Information .................................................................................................................................................................................14
Summary of Changes and Request for Assistance

Dear colleagues.

At the time of this writing, much remains unknown about the fall. There are several questions for incoming international students and scholars. President Gabel will be making an announcement in June regarding whether classes will resume this fall in-person, continue online, or be a combination of the two. In addition to these items within the control of the University of Minnesota, U.S. Embassies across the globe remain closed, and while some have begun posting future visa appointments, it is not known yet whether these appointments will occur. This could make it harder for international students to obtain visas if/when the current travel restrictions are lifted.

ISSS is working with people across the University to develop contingency plans for the event that international students cannot arrive to begin classes on-campus this fall. The information in this Guide, however, does not address these contingencies due to the many variables that exist. This information is written for advising international student who will be on-campus in the fall.

Changes to New Student Processes

ISSS has shifted the ISSS Check-in and Welcome Session online following the decisions to move orientation online. As such, all new international students must complete the following steps before starting classes this fall*.  

1. The student **must complete the International Student Preparation Course**. Students are expected to complete the course before their New Student Orientation.

2. As soon as possible AFTER they arrive in the USA, international students must [complete an online ISSS Check-In](https://isss.umn.edu/new). This requirement has two parts:
   - The student must upload and **submit their immigration documents to ISSS** using the “ISSS Check-in: Document Check” form in MyISSS.
   - Complete an **ISSS Check-in and Welcome Online Session**. They will access the session through a link on the “ISSS Check-in: Document Check” form within MyISSS.

To ensure students can register at their New Student Orientation, **ISSS has modified the AI Hold process for this fall**. The AI Hold will automatically appear on all international students’ records, but it will be temporarily released within 48 hours of a student’s New Student Orientation. For those who do not complete their New International Student Requirements (above), the AI Hold reappear on 09/01/2020. The hold will then prevent them from modifying their enrollment or registering for their second semester until the hold is removed.

Request for Assistance

While most of these changes primarily impact how students will interact with ISSS, we ask that you review your department’s new student communications to ensure they are updated to include the correct information.

We ask that colleges and departments only link to ISSS’s New Student website ([isss.umn.edu/new](https://isss.umn.edu/new)) rather than individual requirements (such as giving a link directly to the International Student Preparation Course) as this will decrease the likelihood of out-of-date information being given to students.

To help you and your students understand the number and order of steps they need to follow, we provided them with a [Undergraduate Student Process Map](https://isss.umn.edu/new) that you can use as a guide when talking to international students.

Please feel free to contact me ([moha0015@umn.edu](mailto:moha0015@umn.edu), ext. 6-8494) if you have additional questions.

Sincerely,

Kabir (Nasreen) Mohamed  
Director, Student Engagement

* Please Note: A decision has not yet been made regarding ISSS’s check-in processes for spring.

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**Please encourage all incoming international students to email [isssnew@umn.edu](mailto:isssnew@umn.edu) if they have any questions for ISSS as they prepare for their first semester at the University of Minnesota.**
International Student Pre-Arrival Information

After admission, all new international students can access pre-arrival information from three main sources.

Pre-Arrival Guide for New International Students

After confirming enrollment to the University, students are mailed a Pre-Arrival Guide along with their immigration documents. The guide contains general information relevant to all new international students regardless of college. A link to the guide is also available in the New Student section of the ISSS website, although this Guide was published before the changes were made to our new student process due to COVID-19.

International Student Preparation Course - REQUIRED

The International Student Preparation Course is a tool to help new international students prepare for their arrival at the University by learning about certain expectations and requirements. Students are required to complete the International Student Preparation Course at least 24 hours before their New Student Orientation.

The modules include:

1. Introduction videos from ISSS Assistant Dean Barbara Kappler
2. Preparing for Arrival
3. Requirements Upon Arrival
4. Enrollment and Academics
5. Employment
6. Travel
7. Cultural Adjustment

We invite you to view the International Student Preparation Course by visiting isss.umn.edu/new/online.html.

ISSS Emails

ISSS regularly sends email to all incoming international students. As Google applications are banned in some countries (China, for example), ISSS sends these emails to both the student’s UMN email address and the personal email in their record. These email include both reminders about what tasks they must do to ensure the removal of their AI hold along with information about ISSS’s services and programs.

International Student Arrival Information

International Arrival Date and ISSS Check-In and Welcome Session

International Student Arrival Date

All new undergraduate students beginning Fall 2020, both freshman and transfer, are required to arrive by Monday, August 26. New international students are only allowed to enter the U.S. within 30 days of their program start date. This means that the majority of students will not be entering the U.S. until August. However, students who are currently in the U.S. and studied at another U.S. institution may arrive throughout the summer.

ISSS Check-In through MyISSS - REQUIRED

AFTER students arrive in the USA, they must scan and submit their immigration documents to ISSS using the “Document Check” form on MyISSS (myisss.umn.edu) to complete the requirement, which has of two parts:

1. Submit immigration documents to ISSS (Document Check)

   The purpose of the Document Check is to give ISSS staff the opportunity to review all new international students’ immigration-related documents and verify their eligibility to study in the United States. This is a requirement mandated by the Department of Homeland Security (DHS), and ISSS has been given this responsibility on behalf of the University of Minnesota.

   A list of the required documents is available on the ISSS website. Students do not receive one of the documents they must submit (their 1-94 entry record) until they arrive in the United States.
2. **ISSS Check-In and Welcome Session - REQUIRED**

   The ISSS Check-In and Welcome Online Session is housed within Canvas, and, for Fall 2020 admits, it will replace the in-person session that students have traditionally attended on their orientation day.

   Students will access the ISSS Check-In and Welcome Online Session through a link provided in the “ISSS Check-In: Document Check” form in MyISSS.

   Through the ISSS Check-In and Welcome Online Session, students will learn about:

   - Services and programs offered by ISSS.
   - Requirements for the permanent removal of the AI registration hold, and information about how to remove the AZ (English Proficiency) hold.
   - Relevance of immigration regulations throughout their time in the USA in F-1 or J-1 status.

### Additional New International Student Requirements

#### New International Student Seminar (NISS) - REQUIRED

   All new freshmen and new transfer international students are required to complete the **New International Student Seminar (NISS)** during their first semester. The NISS program helps students reflect on their first semester and their experiences at the University of Minnesota so far and provides reminders about the different resources available at the University of Minnesota.

   If students do not complete the NISS program by the deadline, a NIS registration hold will be placed on their record. The hold will prevent students from registering for their second semester of classes until the program has been completed and the hold is lifted.

   ISSS sends an email to all new undergraduate international students during their first semester with more information on how to complete the program.

#### Optional New Student Activities

**Global Gopher Events (August 27-September 1, Spring Date To Be Announced)**

   Global Gopher Events are engagement activities for international students to support their cultural transition to the University of Minnesota campus. The activities allow students to connect with each other and provide cultural context regarding the educational system at the University of Minnesota (and the United States). The goals of the program are to increase knowledge of academic and social support resources tailored specifically for undergraduate international students.

   We encourage you to advertise the events when you send out a communication to international students. Registration is recommended but not required. The Global Gopher Events schedule and registration will be posted online when they are available. Direct questions to Kabir (Nasreen) Mohamed: moha0015@umn.edu.

**International Buddy Program**

   The International Buddy Program (IBP) helps ease the transition to the University of Minnesota. In IBP, new international students are paired with a mentor who is a returning undergraduate student with similar interests.

   IBP is open to all new undergraduate and exchange students, and new buddies are accepted each fall. New international students starting in the spring semester are welcome to attend IBP events, but we do not recruit new buddies for the spring semester. Registration is limited, so students should be encouraged to apply early.

   In addition to buddies, IBP recruits domestic and international students who have been studying at the University of Minnesota at least 1 semester to mentor new students. Mentors are expected to serve for one academic year. Please share this information with your students, and refer them to the ISSS website for updates and information about mentor application deadlines.
**New International Student Registration Information**

**When Can a New International Student Register for Classes?**

International students are expected to complete the International Student Preparation Course prior to their orientation. An AI Hold is, therefore, placed on their record. This hold will be temporarily released to 09/01/2020 within 48 hours before a student’s New Student Orientation day. Situations that may prevent a student’s ability to register on their orientation day include:

- If the student was registered for orientation less than 48 hours in advance. If this occurs, the college should send an email to issssnew@umn.edu with subject “Late Orientation Registrant” to request the temporary lift of the student’s AI hold. Be sure to include the student ID in the email.
- Not resolving their other registration holds.

If a student does not complete all of their New International Student Requirements (pages 5 and 6), the student’s AI hold will reappear on their record on September 1, 2020. This hold will prevent the student from modifying their existing course registration and/or registering for new courses until they resolve the hold. Situations that may prevent a student’s ability to register for classes or modify their existing course registration during their first semester or register for their second semester include:

- Not completing either or both of their ISSS new student requirements,
- Not completing the New International Student Seminar (only applies to second semester registration),
- Other unresolved registration holds¹, and/or
- Not initiating the SEVIS transfer process (this only applies to students whose previous academic term was at another U.S. institution including another UMN system campus or the Minnesota English Language Program).

Please direct questions regarding incoming international students, in addition to questions from students as they prepare for their first semester, to issssnew@umn.edu.

**Understanding Transfer Credits**

For questions about transfer credits for international students, review the “Important Things To Know About International Transfer Credit” section of Transfer Credit webpage on the Office of Admission’s website. Students can also use Transferology (www.transferology.com) to explore what credits will transfer to the UMN. This website, however, only includes courses taken domestically.

**Limits on Registration for Online Courses**

All F-1² undergraduate international students (whether in their first semester or not) must register for at least 12 credits every fall and spring semester to maintain their visa status, and at least 9 of those credits need to be in courses that have regular in-person meetings. Any credits over the 9 in-person credits can be online courses.

**Please Note:** This past spring, as a result of COVID-19, the Student Exchange Visitor Program (SEVP) relaxed this requirement so international students could take of their classes online. A decision has not yet been announced regarding whether this flexibility will continue this fall. ISSS will provide further information once it is available.

**Communicating with International Students About Timely Graduation**

Academic advisers need to inform international students early in their program about the University’s expectations regarding timely graduation and administrative degree clearance procedures. Students who are double majoring and unaware of these procedures may unexpectedly encounter employment restrictions (Optional Practical Training) if they complete the requirements for one major before the other. To ensure

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¹ ISSS communicates via website and mass emails prior to arrival about the need for students to be aware of their registration holds. Students will receive additional information about the AZ hold (see 10) as part of their ISSS Check-In and Welcome Online Session information session. It may be possible to resolve the hold over the phone or via Zoom, but this will be at MELP’s discretion.

² This limitation does not apply to students who have a J-1 student visa.
eligibility for Optional Practical Training employment related to both majors, students pursuing multiple programs need to complete the requirements at the same time. Contact an ISSS adviser with any questions.

What Is MyISSS?

ISSS continues to move our visa-related processes online to MyISSS (myisss.umn.edu). MyISSS (launched in 2018) allows international students and scholars to submit requests to ISSS online, receive email updates and monitor the status of requests, and provide ISSS staff the information we need to process requests efficiently and accurately. We will be moving our forms to this new system in several stages.

As an Academic Adviser, you will receive an email if/when one of your international advisees submits a request needing your review and/or approval that will include information about what you need to do to log into MyISSS.

Course Registration Guidelines: First Semester International Students

Provided below are general guidelines for course registration for first semester international students who are multilingual and English is not their first language. Evaluation of appropriate course placement relies primarily on individual assessment yet the following chart can serve as a guideline. These guidelines can be used to create balance in the amount of work and the language load first semester as an international student adjusts to studying full time in English.

There are also resources available about talking to students about the benefits of multilingualism and continuing to develop discipline-specific language while in a degree program. Further development of linguistic skills can help students in their future job searches and careers. For additional information go to esl.umn.edu (Resources for Faculty and Staff).

RECOMMENDED COURSES

| English as a Second Language (ESL) Courses | See page 9 for a list of Fall 2020 courses or visit ccaps.umn.edu/aep. |
| ESL 3001: Integrated Skills for Academic English (2 credits) MW 4:40–6:35 | This is a second seven-week session language and academic success course. Students may want to add this course if they find that they need some more assistance with English at mid-semester. |
| ESL 3402: Research Writing (4 credits) | This course will help prepare students for WRIT 1301. International students who have a TOEFL iBT writing sub-score below 21 are required to take this course before taking WRIT 1301. It is also open to other students who want to work on their research writing or students you feel would benefit from a full year of writing support. |
| ENGL 1001W, sec 007 Introduction to Literature for Non-native Speakers (3 credits) | These special sections are geared toward multilingual students. Contact Rachel Drake at rdrake@umn.edu. |
| ESL 3007: English for Physics (1 credit) | Students must also be enrolled in an introductory physics course. Sec 001, (1st 7-week session) This course supports students in introductory physics classes. |
| ESL 3008: English for Chemistry (1 credit) | Students must also be enrolled in an introductory chemistry course. Sec 001, (1st 7-week session) This course supports students in introductory chemistry classes, especially in writing lab reports. |
| UC 1005: Global Perspectives on Higher Education (2 credits) | Students examine and process the values, contexts, and goals of the American higher educational system as it compares to their previous experiences. Questions? Contact Mike Anderson at andel1819@umn.edu |
| Writing 1301 (International and multilingual student sections) (4 credits) | These sections of freshman writing are taught by instructors trained in supporting the needs of second language writers. For questions about registration, contact Sheryl Holt at holtx001@umn.edu or 612-624-4524. |
| LEAD 1961W: Personal Leadership in the University (3 credits) | This is an introductory course in the leadership minor series. Seats are reserved for international students in each section. |
COURSES THAT MAY BE LESS LANGUAGE INTENSIVE

- Economics
- Hard Sciences
- Physical Education
- Math
- Public Health
  1000-level courses based on lifestyle or campus culture topics (i.e., PUBH 1005: Sleeps, Eats, and Exercises or PUBH 1003: Alcohol and College Life)

COURSES THAT MIGHT BE MORE LANGUAGE INTENSIVE (STUDENTS MAY WANT TO LIMIT IN FIRST SEMESTER)

- Art History, Cultural Studies, Philosophy, Pop Culture
- Communication Courses
- Literature (i.e., Comparative Literature)
- Religion Studies Courses
- Social Sciences (i.e., Anthropology, History-related, Political Science, Psychology)
- Writing Intensive courses

English as a Second Language Courses

Credit Courses Fall 2020

GRAMMAR COURSES

ESL 3102 sec 001 or 301: Grammar for Academic Purposes (4 credits) Online
This is the grammar course most incoming international students are ready to take. Course content focuses on improving accuracy and range in English grammar. The course also emphasizes topics that are especially relevant to academic writing, such as conciseness and smooth connections between sentences. It is a good compliment to an academic writing course.

LISTENING AND SPEAKING COURSES

ESL 3502 sec 001/002: Academic Listening and Speaking (5 credits) TTh 9:00-10:30 p.m (Online, partially synchronous)
The course content includes understanding lectures, producing academic presentations, and participating in discussions on subjects of general academic interest, as well as developing strategies for giving and defending opinions. It is a great course for students wanting to build confidence in their listening and speaking skills.

ESL 3551 sec 001: English Pronunciation (4 credits) MW 4:40–6:35 or Online
The course content and activities center around improving the production and perception of the sounds of the English language: individual sounds, rhythm, intonation, word and sentence stress, and linking phenomena in fast speech.

ESL 3602 sec 001: Speaking for Academic Purposes (4 credits) TTh 4:40–6:35
The course activities focus on academic interactions such as lectures, presentations, seminar-style discussions, and informal exchanges. Students will learn to present themselves professionally/socially in collegiate settings. It is a great course for students wanting to build confidence for speaking for class presentations and group work.

WRITING COURSES

ESL 3202: Academic Reading and Composition (5 credits) MW 12:20–2:15 and F 12:20–1:10 p.m.; T Th 8:00-9:55am and F 8:00-8:50 a.m., or online
The course activities include reading material on a variety of topics from many sources, identifying main ideas and details, analyzing and critiquing support, and responding with your own ideas in writing and discussion.
ESL 3402: Research Writing for the University (4 credits) MW 8:00–9:55 a.m.; TTh 8:00–9:55 a.m., or online.
Students develop the methods of citation, conventions of style and organization, and critical thinking skills necessary for writing college-level research papers. Students select topics derived from a contemporary academic theme provided by the instructor and, applying a process approach, produce a research paper.

OTHER COURSES

ESL 3001 sec 001: Integrated Skills for Academic English (2 credits) Online (1st 7-week session) or MW 4:40–6:35 p.m. (2nd 7-week session)
The course content focuses on polishing English skills to succeed in university-level classes, specifically in relation to small group discussions, interactions with instructors/peers, editing academic writing, working with grammar in course papers, and vocabulary building.

ESL 3006 sec 001: English for Business Interactions (2 credits) Sunday 7:00–9:00 p.m., Online synchronous
The course content is designed for high-intermediate to advanced non-native speakers of English who are currently business majors or in a closely related major. The course emphasizes writing for business communication, self-editing skills, communication styles, presentations, and telephone communication.

ESL 3007 sec 001: English for Physics (1 credit) Online
Students must also be enrolled in an introductory physics course. Students will gain more support and practice with the conventions of writing scientific lab reports, applying the concepts of academic integrity, interacting and participating in lab discussions, interpreting authentic texts, and understanding the cultural norms for seeking additional academic/social support.

ESL 3008, sec 001: English for Chemistry (1 credit) Online
Students must be concurrently enrolled in an introductory chemistry class. Students will gain support and practice with the conventions of writing chemistry lab reports, interacting and participating in lab discussions, interpreting authentic texts, and understanding the cultural norms for seeking additional academic/social support.

English Language Requirements and Support for Multilingual International Students

Frequently Asked Questions About the AZ Hold

Regarding Students Who Have NOT Met the Minimum English Requirement

What is an AZ hold, and how does a student clear that hold?
The AZ service indicator is placed on a student’s record by the Admissions Office if the student is admitted with a TOEFL score that is slightly lower than the language requirement and will require some support while transitioning into academic life at the University (scores below 79 iBT, 6.5 IELTS, 75 MN Battery, 180 CAE C1 Advanced, 59 PTE Academic) or a low writing subscore. Please note that the University of Minnesota does not use ‘super scores’ or iBT ‘My Best’ scores. Students must achieve the overall score and each subscore on the same test administration. You may view this video about AZ holds.

Students who have an AZ hold have three options:

1. Register for and pass the appropriate ESL credit course,
2. Take the MN Battery Test offered through the Minnesota English Language Program and achieve the minimum score required, or
3. Submit official test scores that exceed the requirement.

What is the AZ hold removal process?

For Fall 2020, the student will need to email esl@umn.edu to contact the Minnesota English Language Program or set up a Zoom appointment for AZ hold advising. At this appointment:

1. MELP will explain the English proficiency admissions policy to the student,
2. The student will be given a permission number to register for the required English as a Second Language (ESL) course in which case the student’s AZ hold will be temporarily released, and/or

3. The student can register to take the MN Battery Test to meet the requirement in which case the student’s AZ hold is temporarily released. MELP will offer online MN Battery dates beginning in July 2020.

The student will then meet with their college advisor to discuss their required ESL class(s). At this time:

1. The student and advisor will decide how to work the required ESL class(es) into the student’s schedule.
2. The advisor or student will contact MELP for any additional permission number(s) by calling 612-624-1503 or emailing esl@umn.edu.

You should also know the following:

- The AZ hold can be pushed out to allow for full-year registration for incoming freshman. Advisors can contact the MELP office if this is needed.
- MELP will contact any students (and their advisors) who have not registered for their ESL classes. Students must take required ESL classes during their first term in the degree program on campus.
- The AZ hold is permanently removed after a student 1) passes all of their required ESL classes or 2) meets the MN Battery test score minimum.

**Can students with an AZ hold register for WRIT 1301?**

No. Students must complete any required ESL courses before they register for WRIT 1301.

**What if students do not comply with the AZ hold requirement?**

If a student drops their required ESL classes, both the student and their college advisor will receive an email notification that the student is in non-compliance. In this case, the student will be required to submit official TOEFL scores before the AZ hold will be lifted and thus will not be able to register for future terms.

**Regarding Students Who HAVE Met the Minimum English Requirement**

**What if I have an advisee with no AZ hold who I think could benefit from more English support?**

It is important to keep in mind that a test score is an indication of proficiency, but some students with high test scores might still benefit from language support, especially during their first year on campus. All students continue to develop their language skills while in a degree program. While these students are not required to take ESL classes, some will benefit from support in certain aspects of language. Course listings are found on the Minnesota English Language Program website and pages 8-9 of this guide.

Please contact MELP (esl@umn.edu) if you have questions about a student’s English proficiency score.

Below are guidelines for interpreting TOEFL and IELTS scores (contact MELP for other test score interpretation):

<table>
<thead>
<tr>
<th>If the student has a score of:</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>79 to 83 TOEFL or 6.5 IELTS</td>
<td>1 ESL course strongly recommended</td>
</tr>
<tr>
<td>84 to 86 TOEFL or 7.0 IELTS</td>
<td>1 ESL course recommended, especially if a sub score is considerably lower than the other scores</td>
</tr>
<tr>
<td>87 or above TOEFL or 7.5 or above IELTS</td>
<td>ESL courses recommended on a case by case basis for students wishing to really polish a specific English language skill (e.g., pronunciation, presentation skills, or writing)</td>
</tr>
</tbody>
</table>

**What can TOEFL iBT or IELTS sub scores tell me about a student’s abilities?**

Undergraduate students with a writing sub score lower than 21 on TOEFL or 6.5 on IELTS are required to take an ESL writing class to support them in their transition into the university. Students with sub scores lower than 20 in other areas may benefit from a supportive language class while they transition into the university. Most students will know their sub scores.
Some guidelines on appropriate elective courses for students with lower sub scores:

<table>
<thead>
<tr>
<th>If sub score is below...</th>
<th>Writing</th>
<th>Reading</th>
<th>Speaking</th>
<th>Listening</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>20 TOEFL or</td>
<td>20 TOEFL or</td>
<td>20 TOEFL or</td>
<td>20 TOEFL or</td>
</tr>
<tr>
<td></td>
<td>6.0 IELTS</td>
<td>6.0 IELTS</td>
<td>6.0 IELTS</td>
<td>6.0 IELTS</td>
</tr>
<tr>
<td>An appropriate class would be:</td>
<td>ESL 3102, ESL 3202, ESL 3402</td>
<td>ESL 3202</td>
<td>ESL 3502, ESL 3551, ESL 3602</td>
<td>ESL 3502</td>
</tr>
</tbody>
</table>

**What if the student took the MN Battery?**

Students will typically receive recommended elective ESL courses even if they meet the minimum required score on the MN Battery when they get their test results. If you would like to know about a student’s sub scores on the test, contact the Minnesota English Language Program at 612-624-1503.

**I have a student who appeared to have strong language skills, but it is now several weeks into the term and the student is struggling. Is it too late to get support?**

No. ESL 3001 (2 credits) is offered during the last 7 weeks of the term. This course is designed to support students in developing a variety of skills for success at the University.

**Is there additional English support for new students?**

Undergraduate international students can meet with an ESL consultant to get individualized language support on a variety of language issues. Students can sign up for consultations at the Student English Language Support (SELS) website: [www.ccaos.umn.edu/eslhelp](http://www.ccaos.umn.edu/eslhelp).

In addition, some quick help resources are available for students at [esl.umn.edu](http://esl.umn.edu). The website has self-study materials, practice quizzes, tips, videos, and links to provide English language practice with speaking, vocabulary, reading, American culture, and more!

[Student Writing Support](http://esl.umn.edu) offers face-to-face and online writing consultations for all University of Minnesota students, at all stages of the writing process.
Students Experiencing Personal Difficulties or Mental Health Issues

If you work with an international student who is demonstrating unusual behavior or is experiencing personal difficulties or mental health issues, the following campus resources can offer assistance.

Because of the stigma that some students attach to “counseling,” it may help the student be more comfortable if you tell him/her that these offices have staff who help students deal with a variety of difficulties. You can also contact a counselor from one of these offices directly to consult with you about the student. The counselor can help you determine if a referral or other resources are needed.

The following campus offices offer counseling to international students:

- **Office of Student Affairs (OSA) Care Program** (612-625-2517)
- **Student Counseling Services** (612-624-3323)
- **Boynton Mental Health Clinic** (612-624-1444)
- **International Student and Scholar Services** (612-626-7100)

**NOTE:** While university employees are working from home, to make an appointment to talk to an ISSS staff member by phone, go to `z.umn.edu/isssphone`.

For more information about mental health resources, go to [www.mentalhealth.umn.edu](http://www.mentalhealth.umn.edu).

International Students in Crisis

If you are concerned about an international student’s wellbeing or disruptive behavior, please contact International Student and Scholar Services (ISSS) or the OSA Care Program. ISSS has an experienced crisis team whose members work with international students who are in crisis or exhibit behavior that is disruptive and/or possibly indicative of more serious problems. Possible behavioral indicators of more serious problems include international students who (a) do not consistently attend class, (b) are missing from normal activities, (c) exhibit disruptive behavior, or (d) appear to not be functioning well. ISSS staff can usually find a way to contact an international student and check on his/her welfare.

The earlier ISSS receives reports about an international student’s wellbeing or disruptive behavior, the more effective interventions can be. If further assistance is needed to stabilize the student, once we are able to be back on campus and have student contact, ISSS staff can accompany the student to a medical provider or the hospital.

While the UMN is under “stay at home” rules, if in-person help is needed with a student, UMPD is a good resource. ISSS staff work closely with or the OSA Care Program, SCS, Boynton Mental Health Clinic, and Fairview University Medical Center. In addition, ISSS is represented on the University Behavioral Consultation Team and the University Community Response Team. Referrals from the academic advising community and collaboration with advisers are instrumental in assisting international students.

If you are concerned about an international student, please contact one of these advisers from the ISSS Crisis and Counseling Team:

- **Charles Dania** cdania@umn.edu 612-625-8351
- **Chirayu Dongre** dongr044@umn.edu 612-626-4797
  (Designated counselor for international LGBTQIA+ students)
- **Eric Kroetsch** kroe0063@umn.edu 612-626-8643
- **Peiying Shi** shixx300@umn.edu 612-626-8643
  (Chinese counselor and also works with LGBTQIA+ international students)
- **Drew Smith** smit2039@umn.edu 612-625-7965
- **Alisa Eland** eland@umn.edu 612-626-7100 or 612-626-7445
International Student Articles and Resources

University of Minnesota

Data and Research Regarding International Undergraduate Students at the University of Minnesota

Resources for Supporting Multilingual Learners

ISSS Tips for Native English Speakers: Speaking with Non-Native English Speakers

NACADA Clearinghouse: International Student Resources

International Student Related Resource Links (additional articles besides those listed below)

Advising First Year International Students

NAFSA: Association for International Educators

Bridging the Gap: Recruitment and Retention to Improve International Student Experiences

Journal of International Students (additional articles besides those listed below are at jistudents.org)

Volume Six includes:

Delaying Academic Tasks? Predictors of Academic Procrastination among Asian International Students in American Universities

Unfulfilled Expectations: Influence of Chinese International Students’ Roommate Relationships on Sense of Belonging

Other Journal Based

Using Formal and Informal Curricula to Improve Interactions Between Home and International Students

Bridging the Gap in Expectations Between International Students and Academic Staff

Other Resources

The Transition In: Setting International Students Up for Academic Success

Recognizing and Addressing Cultural Variations in the Classroom

University of Minnesota International Student Specific Resources

Resources for Multilingual Learners

Online resources for enhancing English skills and information about other resources on campus

Advising Multilingual International Students: Insights & Tips

• Overview Video: Advising insights from research & students

• How Can Advisors Support Multilingual Learners? Hear from other advisors! This short video outlines ways that advisors can help multilingual learners navigate the University of Minnesota

• Student Voices Natalia: Advice for Advisors

Writing Resources for Non-native Speakers of English through the Center for Writing

Understanding the University of Minnesota Library System: A Guide for International Students

Created by UMN library staff and available to students in English, Chinese and Korean languages

ISSSS International Student Support Programs

International Buddy Program, Cross-Cultural Discussion Groups, Small World Coffee Hour and Leadership Programs

CLA Tandem Plus: Language Conversation Partners
Contact Information

International Student and Scholar Services

190 Humphrey School

isss.umn.edu
isss@umn.edu
612-626-7100

NOTE: While university employees are working from home, to make an appointment to talk to an ISSS staff member by phone, go to z.umn.edu/isssphone.

Calli Thompson/Katie Bridges
For questions about ISSS Check-In
issssnew@umn.edu
612-626-8414

Theresa GanglGhassemlouei
For general advising and immigration-based questions
t-gang@umn.edu
612-624-5225

Kabir (Nasreen) Mohamed
For questions about Global Gopher Events and International Preparation Course
moha0015@umn.edu
612-626-8496

Sarah Krueger
For questions about Sponsored Students
krue0187@umn.edu
612-625-5988

Chirayu Dongre
For questions about LGBTQIA+ international student support
dongr044@umn.edu
612-626-4797

Minnesota English Language Program

20 Nicholson Hall
ccaps.umn.edu/esl
612-624-1503

Sara Schroth
MELP International Student Adviser
Works with students in Intensive English Program
schro861@umn.edu
612-625-7888

Emeline Rogers
Student Services and Program Coordinator
For questions about AZ holds and permission numbers
etrogers@umn.edu
612-625-2162

Mike Anderson
Director, English Language Programs
ande1819@umn.edu
612-624-1183

For More Information

The ISSS Website (issss.umn.edu) has a wide variety of information for students, scholars, and departments about visa regulations and ISSS’s services and programs. A page with information for academic advisers is at issss.umn.edu/Departments/aadviser.

ISSS emails a Weekly Update that contains announcements about important deadlines, visa requirements, events for international students, ISSS services, and more. All international students are automatically signed up for this email at the start of each semester. If you would like to subscribe or read past issues, go to issss.umn.edu/weeklyupdate.

International Student and Scholar Services (ISSS) offers an “Introduction to International Student Advising” training session twice a year for academic advisers (issss.umn.edu/training/advising.html). ISSS also has a variety of training options for UMN colleges, departments and staff who wish to work effectively with international students, scholars, and colleagues. We offer these sessions for all UMN staff periodically throughout the semester, and we will also work with departments to create personalized training tailored to their unique needs. Our trainings range from sessions focusing on specific visa regulations to intercultural skills development and suggestions for advising international students. For more information, see issss.umn.edu/training.