How to submit a New Student Request through the ISSO Portal

1) Click on “New Student Request” under New Student Processes on the ISSO Portal Forms page

Forms

Below is a list of requests for the International Students and Scholars Office (ISSO) that can now be completed through our ISSO Portal.

Note: If you have already started a specific online form, do not start a new form as this will delay ISSO processing. Please go to your User Home Page to continue working on your online form.

NEW STUDENT PROCESSES

- **New Student Request**: All admitted and deposited international students must provide additional information to the ISSO to determine if issuance of a Form I-20/DS-2019 is applicable.
- **Immigration Check-in**: All new students and exchange visitors must provide copies of U.S. immigration documents upon entry to the U.S. for ISSO records.

2) Log in by clicking on the “I am a new/current student or staff/faculty member at Clark” Security : User Identification Wizard: Step 1

In order to continue, you will need to be logged-in. This wizard will guide you through the steps of authentication.

Please indicate how you will be logging in:

- **I am a new/current student or staff/faculty member at Clark**
- I am a student on post-completion practical training (OPT, STEM, AT) and have login credentials to this site that I received by email.

Submit

3) Sign in by using your Username (example: JSmith@Clarku.edu) and password
4) On the User Home Page: Available Request Terms, select Spring 2021 and click Create

User Home Page: Available Request Terms

To create your record, select the term and year to which you are requesting. When you are ready to create the record, click on the 'Create' button at the bottom of the page.

Available Terms

Terms
- Fall, 2020
- Spring, 2021

Create Cancel

5) Read through the Instructions on your Record Page (Pre Decision) before proceeding through the required steps

Instructions

Please complete the following steps:

1. Review and submit all questionnaires on this page.
2. Upload all the necessary documents:
   ○ Passport, most recent confirming your legal name
3. If necessary, request a SEVIS Transfer In recommendation:
   ○ SEVIS Transfer In (optional), if you are currently in F-1/J-1 status at another U.S. institution
4. Once complete, please click the Submit button at the top of this page to have this record reviewed.

Note: the ISSO is currently issuing I-20s electronically. If you are an F-1 student, your I-20 will get uploaded to your ISSO Portal account when it is ready. If you are a J-1 student, your DS-2019 will be sent to the foreign or U.S. mailing address listed on your User Home Page. Please be sure to update your ClarkYOU account (U.S. mailing address) or submit a Change of Address Form to the Registrar (foreign address) if needed, before submitting this request.
6) Upload a copy (scanned or photo) of the biographical page of your passport

7) Complete the three Questionnaires: Dependent Request, Immigration Information, and New Student Request Form

1) Dependent Request:
   a. Answer the question: Do you plan to bring a spouse and/or dependent child while studying at Clark University? Click on Next after you make your selection (yes or no)
i. If yes, submit scans or photos of your dependents (spouse and/or child) biographical pages of as one single document. List your dependents city of birth with their full name (example: Jane Smith – Sydney). Answer the question, “Are you requesting to bring a J-2 dependent spouse?” NOTE: Most international students come to Clark on an F-1 visa. If you are unsure if you will have an F or J visa, please reach out to the ISSO (ISSO@clarku.edu). Click on “Submit” when after you’ve uploaded all your documents and answered all the questions. If you need to come back later to complete this section, click on “Save”.

ii. If no, you will be taken back to the Record Page (Pre Decision).
2) Immigration Information:
   a. Answer the question: Do you currently hold a U.S. visa? Click on Next after you make your selection (yes or no).

   i. If yes, upload a copy of your immigration documents (i.e., Form I-20, Form DS-2019, or hiring/invitation letter for employment-based visas), a copy of your most recent I-94 record, and a copy of your most recent visa stamp or I-797 Approval Notice.
   ii. If no, you will be taken back to the Record Page (Pre Decision).
3) New Student Request Form:
   a. Answer the question: Do you need a U.S. visa to be a degree-seeking or short-term student at Clark? (Select yes even if you already have a U.S. F-1 or J-1 visa from another U.S. institution). Click on Next after you make your selection (yes or no)

   i. If yes, submit one .pdf file with all financial support documentation (including your Clark University Affidavit of Support).
   ii. If no, you will be taken back to the Record Page (Pre Decision).

8) SEVIS Transfer In:
1) If you are currently enrolled in F-1 or J-1 status, or recently graduated from college, university, or high school at an SEVP-Certified school in the United States, you may request to have your SEVIS record transferred to Clark from your previous institution. **NOTE:** Clark will only accept your SEVIS record if it is in Active status. If you are unsure if your SEVIS record is in ACTIVE status, please contact a DSO at your previous institution.

![Recommendations](image)

a. Add the name, email address, and phone number of the DSO at your previous institution to send them an electronic request to transfer your SEVIS record to Clark.

Manual Entry:
To request a recommendation/verification from a non-Clark University staff member, enter the first/last name, email address, and phone number of the person in the fields below and click the 'Add User' button.

First Name:  
Last Name:  
Email:  
Phone:  

Add User  

2) If you are not currently in F-1 or J-1 status, you make skip this section.

9) After completing all of the steps above, you are now ready to submit your New Student Request to the ISSO. Click on the Submit button at the top of the Record Page (Pre Decision) to submit your request.
If you attempt to submit your request before completing all the required sections, you will receive an error message.

Your submission is INCOMPLETE. Please review your record to submit all required elements:
- Please upload documents for all required document types.
- Please complete all questionnaires.