



Sponsored Student Presentation

Contacts at ISU

- **International Students and Scholars Office**

- Marcus Thompson
- marcust@iastate.edu
- 515-294-1120

- **Accounts Receivable**

- Katina Van Dyke
- kvandyke@iastate.edu
- 515-294-5461

- **Student and Scholar Insurance Program**

- Holly Konz
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- 515-294-4800



Overview

- Definition of a Sponsored Student
- Understanding your Sponsor's Requirements
- Invoicing and Billing
- Health Insurance Waivers

International Students & Scholars Office

2229 Lincoln Way
4530 Memorial Union
Ames, IA 50014



isso.dso.iastate.edu



515- 294-1120



isso@iastate.edu



Who is a Sponsored Student

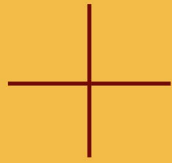
- Funding for your tuition is coming from an outside organization
- The funding organization is expecting Iowa State to directly bill them for your tuition and other approved items
- Sponsored should be listed on your I-20 or DS-2019
 - If not, please let ISSO know so that your funding source can be updated.

Examples of a Sponsor

- Your home government
- Some Fulbright grants based on the Terms of Appointment
- Some universities in your home country
- Some third-party sponsors
- Who is not considered a sponsor
 - Students with a graduate assistantship through Iowa State
 - Students on an exchange program through the Office of Study Abroad

Providing your Sponsor Information

- The student must provide a copy of their Financial Guarantee/Terms of appointment
 - Informs Iowa State to bill your sponsor
 - Submit to ISSO by the first Friday of the semester
 - Submit any updates to your financial guarantee/terms of appointment as soon as you receive them



SUBMITTING SPONSOR INFORMATION

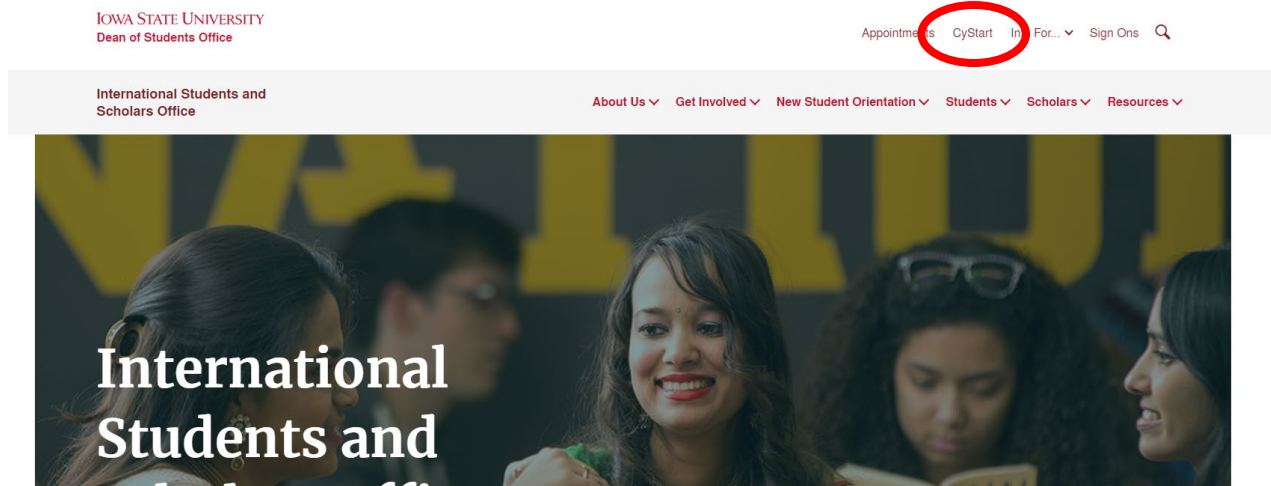


How to Submit

- The Financial Guarantee/Terms of Appointment must be submitted through CyStart
 - <https://cystart.its.iastate.edu/istart/controllers/start/StartEngine.cfm>
 - Log in with your netID and corresponding password
 - Select F-1 Student Services or J-1 Student Services depending on your status
 - Select the Sponsored Student e-form
 - Please submit this form each time you receive a new FG/ToA

CyStart Login

- As an international student, most of your immigration request will involve submitting a request through CyStart



Welcome to CyStart

The International Students and Scholars Office at Iowa State University welcomes you to CyStart. CyStart provides online services for our international students, scholars and employees.

Please log in below to access our services.

If you are having problems logging in, see our troubleshooting tips [here](#).

ISU Network ID

ISU Staff and current International Students & Scholars with an active ISU Network ID - use the login button below.

Login

No ISU Network ID

New and Former International Students & Scholars without an active ISU Network ID - use the link below.

[New & Former Login](#)

CyStart Request

- As an international student, most of your immigration request will involve submitting a request through CyStart

CyStart

Home

Biographical Information

Departmental Services

F-1 Student Services

Insurance and Finances

International Student
Orientation

Scholar Orientation

Student Services



OPT Reporting



Program Extension



Reduced Course Load



Reinstatement to F-1 Status



Returning to ISU



Sponsored F-1 Students

CyStart Request

- Questions about using CyStart?
 - Email isso@iastate.edu or make an appointment with your International Student Advisor
- Read the FAQs on ISSO's F-1 or J-1 Students page to know requirement for each E-form

[Absence from ISU](#)

[Academic Dismissal](#)

[Change to Academic Program](#)

[Change of Status \(COS\)](#)

[Curricular Practical Training \(CPT\)](#)

[Dependent I-20](#)

[Document Mailing](#)

[Document Collection](#)

[Enrollment Requirements](#)

[Graduate Student Defense](#)

[Guide for Maintaining F-1 Status](#)

[Health Insurance](#)

[Immigration Document Replacement](#)

[Job Search](#)

[On-Campus Employment](#)

[Optional Practical Training \(OPT\)](#)

[Optional Practical Training STEM Extension \(STEM OPT\)](#)

[Program Extension](#)

[Reduced Course Load \(RCL\)](#)

[Reinstatement After Violation of F-1 Status](#)

[Returning to ISU](#)

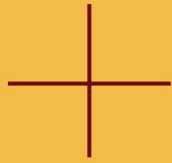
[Scams](#)

[Severe Economic Hardship](#)

[Sponsored Students](#)

[Transfer from ISU](#)

[Travel Outside the U.S.](#)



UNDERSTANDING YOUR SPONSOR'S REQUIREMENTS



Sponsor Requirements

- Each sponsor has different requirements
- Be sure that you are aware of the requirements of your sponsor
- Should have a contract that you have signed

Changing Majors

- Most sponsors require their approval before a student can change their major
- Same for adding a second major
- Sponsor may request a letter from the academic department indicating the additional classes and time required to complete the new program
- Please let ISSO know if you will change majors

Online Classes

- Most sponsors require their approval before a student can enroll in an online class
- Sponsors may have a limit to the total number of online classes a student can take during their academic program
- LIB 1600 is only delivered online some semesters
 - Reach out to isso@iastate.edu if LIB 1600 is only offered online in the semester you will take it
- Sponsors may request a letter from the university confirming if a student has taken any online classes during their academic program

Sponsor Verifications

- Sponsors may request a letter verifying information about your program
 - It is the student's responsibility to request the information from the university
- Requests for your Academic Advisor
 - Degree Plan/Remaining Credits/Time to Completion
- Requests for the Registrar's Office
 - Transcripts
 - Proof of any online classes
 - Confirmation of degree
 - Enrollment verification

Transcript Requests

- Most sponsors require a transcript be sent to them after the end of each semester
- Requested through the Office of the Registrar
 - Can be requested in person
 - Online through Workday
 - Online via parchment
- Transcripts can be sent electronically or as a hardcopy
- It is the student's responsibility to request the transcript

Office of the Registrar

Room 214
Enrollment Service
Center



Registrar.iastate.edu



515- 294-1480



registrar@iastate.edu

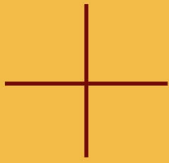


Releasing Information

- Family Education Rights and Privacy Act (FERPA)
 - Prevents the university from releasing information about students besides directory information
- Students can sign a release with the university to release certain information to a sponsor.
 - Copy of release is included in the Sponsored Student e-form (optional)
 - The release that was signed with your sponsor does not grant the university access to release information to your sponsor

Working on Campus

- F-1 and J-1 students are allowed to work on campus up to 20 hours per week during the academic semester
- Confirm with your sponsor if your sponsor is okay with you working on campus
- Students in J-1 will require a letter from the organization that administers their DS-2019 showing they are authorized to work on-campus



SPONSOR BILLING



Accounts Receivable Office

Room 214
Enrollment Service
Center



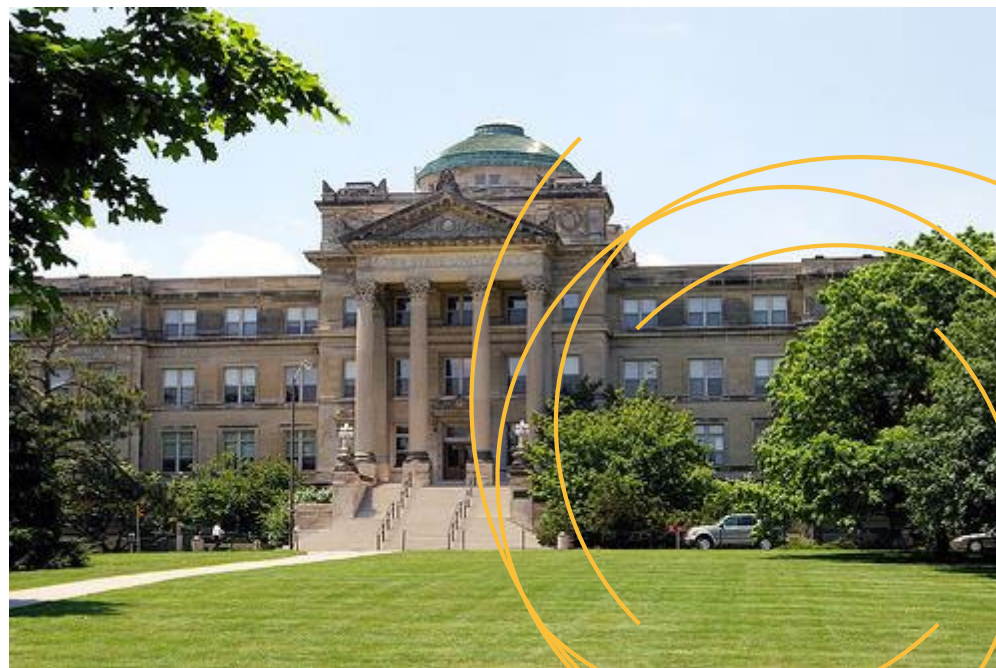
ubill.iastate.edu



515- 294-7388



ubill@iastate.edu



Sponsor Billing

- Financial Guarantee or Terms of Appointment will indicate which fees to bill to your sponsor
- Tuition
- Mandatory Fees
 - Activities, Services, Building and Recreation
 - Technology, Health and Health Facility Fee
- Other common fees billed to sponsor
 - Thesis fee (graduate students)
 - Graduation fee
 - Records and Documents Fee
- Other fees which may be billed to sponsors
 - Health Insurance

Sponsor Billing FAQs

- Why does my U-bill show I owe tuition and or fees?
 - Be sure that you have submitted your current FG or ToA via CyStart
- Why isn't a particular tuition related fee covered?
 - Only items that are identified on the FG or ToA can be billed to the sponsor
 - May need an updated FG or ToA to cover costs for an online course
- Why do I keep getting email stating I have a U-Bill?
 - Not all items that can be charged to your U-Bill may be covered by your sponsor
 - Check your U-bill in Workday every month to confirm your U-Bill is accurate
 - If you have questions about your U-Bill, please contact the Account Receivable Office



Student & Scholar Health Insurance Program (SSHIP)

IOWA STATE UNIVERSITY

Health Insurance Waiver

Insurance Waivers should be submitted as soon as possible!

DEADLINE for Fall Semester: **September 25th, 2025**

Please allow 2 weeks for a response and for the form to be processed.

The waiver form along with instructions can be found on our website or click here:

[ISU SSHIP Health Insurance Waiver](#)

The waiver will need to be submitted every semester

Documents You Need

Your Visa document along with your Financial Guarantee are needed when you complete your waiver.

- Visit our website at sship.hr.iastate.edu
- Go to the Waiver tab; Click on International Student
- Click the button at bottom to Waive; you will be re-directed to the AHP Care26 Site
- Follow the waiver procedures on that site
- You will receive an approval or denial from AHP; if you have questions regarding your denial please first reach out to AHP, then us at SSHIP.



Need Further Assistance?

The Student and Scholar Health Insurance Program (SSHIP) is here to help with any of your questions by providing and/or answering questions about eligibility, enrollment, and policy information

AHP

1-877-290-2933

help@ahpcare.com

To Speak with a SSHIP Consultant:

Email: isusship@iastate.edu

Phone: (515) 294-4800 or 1-877-477-7485

Visit our website at sship.hr.iastate.edu



Summary

- Be sure to provide Iowa State with current Financial Guarantee or Terms of Appointment
- Understand your Sponsor's Requirements
- Check your U-Bill
- Submit a health insurance waiver (if eligible)

Questions?

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