

Friend? Fraud? Tips for
Protecting Your process for
International Applicants

Kittie Pain

Seasoned GEM professional with 20+ years in the profession



Started issuing I-20's before SEVIS was invented

Worked with international students from across the globe

Attended TOEFL training sessions in NYC

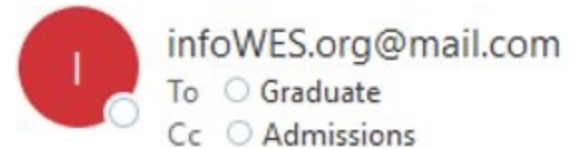
- Kutztown University is a member of the PASSHE system
- Founded in 1866
- ~7,500 total enrollment for 2022; ~975 graduate students
- Offers 40+ programs across 4 colleges ranging from certification to doctorate
- Prior to COVID received 20 international applications and admitted 8 students (2019)
- Post COVID received 58 international applications and admitted 10 students (2022)



First Alerts

- Suspect email accounts claiming to be WES or IELTS

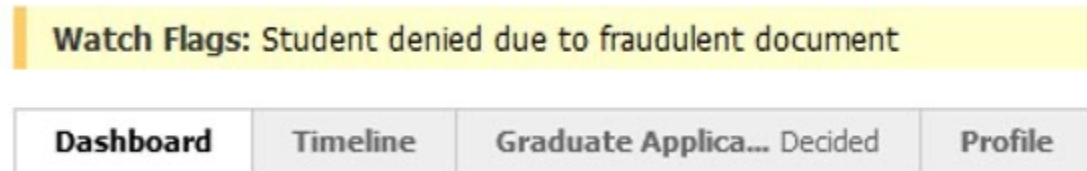
TRANSCRIPT EVALUATION (OFFICIAL)



- Pushy emails to the effect of “I’ve sent you my documents, give me a decision”
- Through Slate, saw an increase of documents uploaded by applicants

Next Steps

- Externally: Contacted WES and IELTS. Requested that they help us to confirm the fraudulent documents
- Internally: Notified university lawyer and other enrollment offices; created a notification of cancellation within Slate; Notified applicant; Created flag within Slate



Protective Measures!

- Fraud Query in the Standard Query Library
- Kept line of communication open with WES
- Notified programs that had spike in applications
- Followed guidelines

Questions/Conversation

- Has this happened at your institution?
 - How did you handle it?
 - Did you notify anyone externally or internally?
 - Did you notify the applicant?
- What are your policies?
 - Do you require credential evaluations?
 - When was the last time you evaluated your English Proficiency policy?