



International Student Services

Procedures for Switching Agents

General Notes for All Agents:

- **Application Tag:** The student and agents are responsible for informing APSU of agent changes.
- **Fee Disputes:** APSU is not involved in fee disputes between agents and students. The students and agents are responsible for resolving any conflicts.
 - APSU will not pay agent fees to non-contracted or non-confirmed agents.
- **Fee Payment:** Fees will be paid only to the active agent at the time a student pays full tuition and fees. APSU is not responsible for resolving any conflicts or disagreements between the students and agents about the fee.

This document outlines the procedures of switching agents for:

- Students
- Agent A (First Agent)
- Agent B (New Agent)

Students

1. **Notify Agents:** Formally inform both your current agent (Agent A) and your new agent (Agent B) of your decision to switch.
2. **Notify APSU:** Inform APSU of the agent change once confirmed with both agents.
3. **New Agent Registration (If Applicable):** If Agent B is not already an approved APSU agent, they may need to register with the institution.
4. **Application Transfer:** APSU will update the agent tag on your application from Agent A to Agent B.
5. **Agent Confirmation:** APSU will contact both Agent A and Agent B to confirm the agent change.
6. **Confidentiality:** Once the switch is complete, Agent A will no longer have access to your application information.
7. **Agent Role Limitation:** Agents are primarily involved during the application process. Once admitted, APSU requires direct communication with you.
8. **Post-Admission Information Sharing:** If you wish to share information with an agent after admission, you must complete a FERPA form in OneStop.
9. **Agent Withdrawal:** If you no longer wish to work with an agent (before or after admission), formally withdraw their services and confirm this with APSU.
10. **Fee Payment:** Fees will be paid only to the active agent at the time of your enrollment and full payment of tuition and fees.
11. **Fee Disputes:** APSU is not involved in any fee disputes between students and agents.



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Agent A (First Agent):

1. **Receive Notification:** Receive formal notification from the applicant that they are switching to Agent B.
2. **Acknowledge Change:** Acknowledge the applicant's decision and cooperate with the transition.
3. **Confirm Transfer:** Confirm with APSU that the applicant has been successfully transferred from your agency.
4. **Cease Access:** Once APSU's team receives notice of change, you cannot access applicant details via APSU.
5. **Understand Role Limitation:** Recognize that your role is primarily during the application process. Post-admission, APSU communicates directly with the student.
6. **Fee Considerations:** Understand that fee payment depends on when the student enrolls and pays tuition in full. If this occurs after the switch, or if there is disagreement, you may not be entitled to or receive the fee.

Agent B (New Agent):

1. **Receive Notification:** Receive formal notification from the applicant that they are switching from Agent A.
2. **Registration (If Needed):** If you are not already an approved APSU agent, register with the institution.
3. **Confirm Transfer:** Confirm with APSU that the applicant has been successfully transferred to your agency.
4. **Understand Role:** Understand your role is primarily during the application process. Post-admission, APSU communicates directly with the student.
5. **Fee Considerations:** Understand that fee payment depends on when the student enrolls and pays tuition in full. If this occurs prior to you becoming the confirmed active agent, or if there is disagreement, you may not be entitled to or receive the fee.