

## International Student Orientation Fee Policy

(Updated February 2023)

### Fee Purpose

Funds gathered from collection of the fee will be used to provide consistently improved International Student Orientation programming by the International Student and Scholar Services office.

### Affected Parties & Exemptions

New international students, both graduate and undergraduate, studying on an F-1 or J-1 student visa are required to pay this fee in order to complete the mandatory International Student Orientation requirements.

Students entering the U.S. from a government-sanctioned country or region as outlined by the [U.S. Department of the Treasury](#) may be exempt from paying the fee in certain cases, as the Flywire online payment system may not be able to process financial information from these countries or regions. Official sanctions are subject to change, and students from these countries or regions will not automatically be exempt from paying this fee. Students must notify the ISSS Orientation Team ([international-welcome@utah.edu](mailto:international-welcome@utah.edu)) at least 30 days prior to the beginning of their first semester to request an exemption. Exemptions will be assessed on a case-by-case basis.

### Fee Amount and Collection

Students will pay a one-time fee of \$75.00 through the University of Utah's Flywire online payment system. The fee must be submitted AND verified before a student may attend the required International Student Orientation. Students who do not pay the fee will not be allowed to attend the orientation, and as a result, may miss the opportunity to fulfill the orientation requirements. This can result in a hold placed on the student's University record, and prevent them from registering for classes or receiving their transcripts until the requirement has been met. Failure to attend orientation and register for future classes because of a hold can lead to termination of a student's immigration record.

### Refunds and Deferrals

The International Student Orientation Fee is non-refundable.

We understand that many students face hurdles when preparing to study in the U.S. and are not always able to attend the semester they initially applied for. Students who officially defer their admission (through the [International Admissions Office](#)) by no more than two consecutive semesters from their initial admitted semester may also defer their orientation fee to apply to their first semester. For example, a student who is initially admitted and paid the orientation fee for Spring 2020, but then chooses to defer their admission to Summer 2020 may request that their orientation fee payment be deferred to Summer 2020 as well. Fees will not be deferred further than two consecutive semesters after the student's initial admitted semester. If a student wishes to defer their fee, they must notify [international-welcome@utah.edu](mailto:international-welcome@utah.edu) as soon as possible. Fees will not be deferred unless notice is given by the student.

## Payment Instructions

1. Go to [utah.flywire.com](https://utah.flywire.com)
2. Select the country or region the payment will come from. If you have a friend or family member paying your fee, be sure you select the country or region where their bank is located.\* For example, if you live in Japan, but you have a friend paying the fee from their Canadian bank account, you should select Canada as the country or region, not Japan.
3. Type \$75.00 in the “International Student Orientation Fee” option.
4. Select your preferred payment method from the options provided. Options may include bank transfer, debit/credit card in your home currency, electronic payment, or other local options.
5. Enter the information of the *bank account holder*. Verify that you understand Flywire’s terms, and then click the “Next” button.
6. Indicate who is filling out the form. Then enter your (the student’s) information and click the “Next” button.
7. Follow the instructions provided to send funds to Flywire. Depending on the bank, payment may be made online, in person, or over the phone. For debit/credit card payments, simply enter the card details.
8. You will receive a confirmation email to say that your payment is pending. You will receive another email once your payment has been delivered to the University. Keep these emails! You may need to show them in the future as proof of payment.
9. Log into the Pre-Arrival Checklist through [iStart Limited Services](#).\*\* The first item on the checklist called “Congratulations on Admission!” will require you to enter the unique payment reference number you received in the first Flywire confirmation email.
10. Track your payment by logging into your Flywire account at any time. Receive texts and email status updates each step of the way.

If you have any questions or issues with the payment process, you may contact [support@flywire.com](mailto:support@flywire.com) or visit [flywire.com/help](https://flywire.com/help) for assistance.

Any general questions or concerns about this fee may be directed to the ISSS Orientation Team at [international-welcome@utah.edu](mailto:international-welcome@utah.edu)

\*Flywire does not accept payments from the U.S. If you will pay the fee from a U.S. bank or credit card, contact [international-welcome@utah.edu](mailto:international-welcome@utah.edu) as soon as possible for further instructions.

\*\*You will need your uNID (student ID number) and your Limited Access PIN to log into iStart Limited Services. If you have not received your Limited Access PIN through email, please contact [international-welcome@utah.edu](mailto:international-welcome@utah.edu).