

**Frequently Asked Questions**  
**King's College Office of International Student Services (ISS)**  
**January 13, 2021**

- 1. What are the ISS Office's hours of operation?** The ISS Office will be operating 8:30am to 4:30pm, Monday through Friday, by appointment only. All appointments will be held virtually through Zoom unless in person is requested.
- 2. How do I schedule an appointment?** You can schedule through [Microsoft Bookings](#). Appointments will be made as soon as possible, once requested, based on availability of staff members.
- 3. What events will be held by the ISS Office this semester?** The ISS Office will host programs of academic, immigration, and social varieties, all of which will be held in virtual formats. Information will be posted on Moodle, sent via Email, and posted through [WHATSApp](#).
- 4. How will the ISS office communicate with students?** The ISS Office will utilize your King's College email. We will also promote events and send other important information through the ISS group on [WHATSApp](#) and post on the ISS Moodle page.
- 5. Can I use the computer in the front area?** Students are encouraged to use their own computers or an open computer lab on campus. For document-related emergencies, you can contact ISS staff member to discuss options.
- 6. Will I be able to visit the office without an appointment?** Walk-ins/Drop-ins will not be permitted at the office. We are doing our best to control traffic and maintain social distancing protocols. Please call or book ahead to schedule an appointment. Any walk-in/drop-in or non-scheduled visit will be met with a request to schedule an appointment.
- 7. When I arrive at the office, what should I do?** To enter the building, you will need to ring the bell for the intercom system, located inside the front entryway door on the left side. Once you are greeted through the intercom system, you will be asked to check in by scanning the QR code with your phone. Masks are required and you will be required to show ISS staff your Campus Shield Badge. Note: if you do not have a scheduled appointment, you will be asked to schedule one if a staff member is not available at that time through [Microsoft Bookings](#).
- 8. Will I be able to spend time in the office?** No. Unless you are in the office for a scheduled appointment, you will not be permitted socialize at the office. We are doing our best to control traffic and maintain social distancing protocols. The common area will be utilized only for individuals who are at the office for scheduled appointments and are waiting to meet with a staff member.

- 9. I want to Withdraw from a course. What do I do?** Before you withdraw from a class, please schedule an appointment with your academic advisor and your international services academic advisor to confirm you will not drop below immigration requirements.
- 10. How can I get an I20 travel signature?** You can either make an appointment to have your I20 signed in person (the appointment would take approximately 15 minutes) or you can schedule a time to drop off your I20, along with the travel form document, and you will be contacted when it is ready for pick-up.
- 11. What is the process to apply for Occupational Practical Training (OPT)?** There will be virtual OPT workshops held during the semester that interested and qualified students must attend. The process will be discussed as well as what documents are required to apply.
- 12. What is the process for Curricular Practical Training (CPT)?** Begin by setting up an appointment to meet with Mrs. Korie Munley in Career Planning to discuss if this is an option. If it is approved by Career Planning, then there will be paperwork to complete, which will be submitted to the ISS Office. Once all the required documents are completed and provided to the ISS Office, your request will be reviewed. If those documents meet immigration regulations, you will be issued a new I20 with CPT approval and will be contacted to set up a time to pick up your I20.
- 13. How do I request documents for SACM or other documents (driver's license, state ID, etc.)?** [Requests can be made through our website here](#). Documents will be emailed to your King's College email address.
- 14. Am I required to attend class meetings for my academic courses?** Immigration rules still require students to be actively enrolled in courses. This includes attending all course meetings. If you have excessive absences, then your I20 can be terminated. In addition to contacting your instructor and the Office of Student Affairs if you will be absent, or are unable to attend a class, you should also contact [internationalservices@kings.edu](mailto:internationalservices@kings.edu) to let us know PRIOR to missing classes. This will allow us to keep a valid record and be able to help keep your I20 in status.