



INSTRUCTIONS

FOR USING THE

HEALTH PROFESSIONS LETTER-FORWARDING SERVICE (HPLFS)

HPLFS, formerly known as HPAC, helps students apply for admission to health profession schools by forwarding letters of evaluation submitted to us on the student's behalf by on- or off-campus references. HPLFS also provides informal advice by e-mail, phone or in-person.

It is the responsibility of the student to verify that letters have been received by the health profession schools to which they apply. Letters are often lost or misplaced by these schools. Don't have your application invalidated for lack of follow-up on missing recommendation letters.

OPENING AN HPLFS FILE

- (1) Obtain *HPLFS Forms* from the HPLFS Office, Hensill Hall 219, or online at <http://userwww.sfsu.edu/~hplfs>, or by mail.
- (2) Take *Fee Form* to Cashier's Office, located in the lobby of the ADM building, and pay HPLFS **File Opening Fee: \$85** for SFSU students and alumni (with valid SFSU id number); **\$150** for all others. Cash, personal check, or money orders are acceptable forms of payment; credit cards cannot be used in person, only over the phone (see PAYING FEES FROM OFF-CAMPUS, below). Have *Fee Form* validated by cashier. This fee covers opening an HPLFS account; **it does not cover letter forwarding. See next page for instructions on paying fees from off-campus.**
- (3) **Submit original (not a copy) of validated *Fee Form* and completed *HPLFS Application to Open File* to the HPLFS Office in person or by mail. If the HPLFS office is closed, forms can be dropped off in the Biology Office, Hensill Hall, Room 534, Ask the Biology office staff to place forms in the HPLFS (formerly HPAC) mailbox.**
- (4) Your HPLFS file will be active for one year. It can be activated for an additional year by submitting another file opening fee (at present, \$85) through the Cashier's Office.

HPLFS archives inactive files; however, these files are not immediately accessible.

OBTAINING LETTERS OF RECOMMENDATION

- (1) Complete a *Reference Verification Form*, which indicates name of recommender, due date, and Confidentiality Status. Give one form to each recommender.
 - (2) **Recommender MUST send *Reference Verification Form* and the letter of recommendation to the HPLFS Office.** Most health professions schools require that letters be printed on official letterhead, dated, and signed by hand in ink.
 - (3) Letters received by HPLFS can never be removed from the student's file regardless of Confidentiality Status. If the "Confidential" box is checked, students will not have access to the letter. If the "Not Confidential" box is checked, students may only view the letter in person in the HPLFS Office. **Some recommenders may refuse to write Non-Confidential Letters.**
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FORWARDING YOUR LETTERS TO HEALTH PROFESSION SCHOOLS

- (1) On the *Schools List Form*, list the names and addresses of schools to which letters will be forwarded. Fees are **\$7.00** per school per packet of letters for SFSU students and alumni and **\$12.00** for all others.
- (2) Take the *Fee Form* to the Cashier's Office and pay for letters to be forwarded. Have the *Fee Form* validated by the cashier.
- (3) Submit *Schools List Form* and original, validated *Fee Form* and to the HPLFS Office. Each packet of letters plus a cover letter will be sent by first class mail as quickly as possible, usually within 5 working days.
- (4) If, at a later time, you want to add schools to your list, fill out a new *Schools List Form* and *Fee Form*; pay for the new letter packets plus a **\$5.00** processing fee at the Cashier's Office.
- (5) Express handling of your letter packets can be arranged by e-mail. We charge a \$10 service fee per packet of letters, paid to HPLFS via the SFSU Cashier's Office using the HPLFS *Fee Form*. Express letters are sent by FedEx, which charges fees ranging from \$18 to \$35 per packet of letters, depending on destination. A credit-card number must be provided to the HPLFS office to cover FedEx charges. FedEx, not HPLFS, will bill your credit card.
- (6) If you would like confirmation of the date the letters were forwarded, please notify us at the time of your request. Please include your email address, we prefer not to notify by phone.

PAYING FEES FROM OFF-CAMPUS

Completed *Fee Forms* and full payment as a check or money order can be mailed to the SFSU Cashier at the address below.

**Cashier's Office
San Francisco State University
1600 Holloway Avenue
San Francisco, CA 94132**

You may be able to pay by credit card using the internet or phone (see <http://www.sfsu.edu/~bursar/MainIndex/FAQ.htm#cards> for details).

Please note: the cashier's office will not notify us that a payment has been made on your behalf. Please call or email our office to inform the HPLFS staff that you have sent in a payment for letter forwarding.

AVOID REPEATED TRIPS OR MAILINGS TO CASHIER

A good strategy while opening an account with HPLFS is to pay in advance for **all** the schools to which you expect to forward letters. By creating a sufficient balance in your account, you avoid dealing with the Cashier more than once, and are able to submit requests for letter forwarding as needed.

RETURN OF UNUSED ACCOUNT BALANCE

After you have completed the health profession school application process, you are entitled to have any unused balance in your account refunded to you. You must contact the HPLFS staff to initiate this process; they will forward a *Refund Form* to you.