

# Q & A for OTCAS

## 1. Q: What is the charge for the OTCAS application?

A: The OTCAS fee is \$125 to apply to one program and \$45 for each additional program. Your designated OT program may also require you to send a supplemental fee directly to the institution.

## 2. Q: What forms of payment does OTCAS accept?

A: OTCAS accepts money order and credit card payments only. OTCAS does not accept personal checks to pay for your application.

## 3. Q: Where do I mail my payment?

A: Mail your payment to this mailing address:

OTCAS

Application Fees

P.O. Box 9120

Watertown, MA 02471

Overnight address:

OTCAS

C/O Liaison International

311 Arsenal Street, Suite 15

Watertown, MA 02472

Attn: Application Fees

OTCAS cannot guarantee the receipt of any mailed items, regardless of the method of delivery. Overnight mailing does not guarantee expedited processing of your payment once it arrives.

## 4. Q: When do I pay for my application?

A: The OTCAS payment screens are not available until after you e-Submit your application. The total amount owed depends on your total number of designated OT programs. Once you are satisfied that all required sections of your application are complete and correct, click the e-Submit button on your My Application page and follow the on-screen instructions to submit payments.

## 5. Q: What types of questions should I direct to OT program admissions offices?

A: OTCAS is pleased to assist you with any questions you have about the OTCAS application process. However, OTCAS customer support cannot provide information on certain subjects, so questions about the following issues should be directed to your designated OT admissions offices:

- Specific admission requirements and policies
- Admission decisions
- Minimum course requirements and course substitutions
- Interviews or review criteria
- Foreign transcript evaluation service
- Non-OTCAS programs and websites
- Supplemental applications and fees
- Requests for deadline extensions

For instance, if you would like to know if the late submission of transcripts would affect your eligibility for admission, you will need to check with the OT programs directly. OTCAS cannot tell you whether you have met the minimum course requirements for your designated program(s). In addition, OTCAS cannot respond to questions about a particular program's admission policies for supplemental applications, interviews, review criteria, admission decisions, etc. Review the OTCAS program pages to find this type of information. If you have questions about OT program requirements, e-mail or call the institution directly. Visit the

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OTCAS Directory page for a list of programs.

## 6. Q: What are the phone number, e-mail address, and hours of operation for Customer Support?

A: Please use the following information to contact OTCAS Customer Support:

**Phone Number:** 617-612-2860

**E-mail:** [otcasinfo@otcas.org](mailto:otcasinfo@otcas.org) When contacting via e-mail, please include your full name, OTCAS id number and detailed question. E-mail is the most efficient way to communicate with OTCAS.

**Hours of Operation:** Monday through Friday (9am to 5pm Eastern Time)

**Mail:**

- **Transcripts:** OTCAS
- Transcript Department
- P.O. Box 9120
- Watertown, MA 02471
- 
- **Letters of Reference (if paper form submitted):** OTCAS
- Letters of Reference
- P.O. Box 9120
- Watertown, MA 02471
- 
- **Money Order Payments:** OTCAS
- Application Fees
- P.O. Box 9120
- Watertown, MA 02471
- 

**Overnight address:** Sending your transcripts or other documents via overnight or express delivery will NOT expedite their processing once they arrive at OTCAS. If, however, you are unable for any reason to send your documents via standard post and must utilize express delivery, you may use the following address:

OTCAS

C/O Liaison International

311 Arsenal Street, Suite 15

Watertown, MA 02472

OTCAS cannot guarantee the receipt of any mailed items, regardless of the method of delivery.

## 7. Q: What do I need to access the OTCAS web application online?

A: To access the web application online, your computer must meet the following requirements:

- For the optimal browsing of the web application, use Microsoft Internet Explorer 5.0+ or Mozilla Firefox 2.0+.
- JavaScript must be enabled
- Cookies must be enabled
- Pop-up windows are used, so pop-up blockers must be disabled
- 800x600 is required, 1024x768 or larger is preferred
- It is recommended that the browser window be maximized to take up the entire screen

If a disability prevents you from accessing the web application, please contact OTCAS.

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## 8. Q: What do I do if I want to change one of my references to a different person?

A: To change a reference, you may delete the Reference as long as the status is still listed as “New.” Once a Reference (evaluator) has submitted an electronic letter of reference, or OTCAS has received the paper reference form for the evaluator, you can no longer delete the Reference from your application. If you wish to replace one of your References with a new individual, you must delete the original entry and add the new one. (Do NOT edit an existing Reference to reflect a new person).

## 9. Q: Do I need to print out my OTCAS application if I am submitting it electronically?

A: Applicants should print out a copy of the application for their PERSONAL RECORDS only. Do not send printed copies of your application to OTCAS.

## 10. Q: Why is my OTCAS GPA different from what my transcripts provide for a GPA?

A: OTCAS standardizes GPA's to help OT programs evaluate applicants using uniform and consistent criteria, regardless of different institutional transcript policies. If the institution you attended has a different grading scale than OTCAS, your GPA's will be different. In addition, OTCAS combines all coursework from undergraduate, post-baccalaureate and graduate years for the Overall GPA. This GPA will be different than the individual transcripts, if you attended multiple institutions. Colleges and universities that you have attended may have grade forgiveness policies for repeated courses that differ from the OTCAS policy. OT programs may choose to use the OTCAS GPA's or calculate new GPA's for their own institutional use.

## 11. Q: Do I have to send an official transcript from every institution I have attended?

A: Yes! OTCAS must receive an official transcript for you from every regionally accredited U.S. and Canadian institution you have attended, regardless of whether this information appears as transfer credit on another transcript you had sent or if it was a high school dual enrollment course. Your application cannot and will not be processed until all U.S. and Canadian transcripts have been received.

## 12. Q: Can I edit the application after I have e-submitted it to OTCAS?

A: You are able edit some sections, but the majority of the application becomes locked once you e-submit your first designation(s). The following sections can be edited after you have e-submitted your application:

- **Alternate Name**
- **Mailing Addresses**
- **Phone Numbers**
- **Email Addresses**
- **Password:** Not transmitted to your designated OT programs
- **Designate Additional OTCAS Programs:** No substitutions or deletions
- **Planned and In-Progress Courses:** One-time changes during the Academic Update only
- **New Fall Courses Completed:** One-time changes during the Academic Update only

**Reference Contacts:** You may not delete an evaluator from your application once OTCAS receives the evaluator's reference

## 13. Q: Can I apply to additional programs after I submit my OTCAS application the first time?

A: Yes. You may login to your submitted OTCAS application to add additional program designations. You must pay the incremental fee for each additional program you select before your request will be accepted. If you add additional programs, you are only required to provide additional payment according to the OTCAS Fee Schedule. For example, If you have already designated three programs for a total fee of

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\$215.00 and then add an additional school, you are only required to provide an additional fee of \$45.00, for a total of \$260.00; you are not at any financial disadvantage if you add a designation at a later point.

## **14. Q: What documents can be sent to OTCAS?**

A: In order to apply to programs through OTCAS, you must fill out an online application and provide the following documents to complete your file:

- Official Transcripts from all U.S. regionally accredited higher-education institutions attended
- OTCAS application fee payment

If required by the program, you may also send the following items to OTCAS:

- Up to 3 References
- Foreign Transcript Evaluations
- TOEFL Score Reports

Keep in mind that official transcripts must be sent directly from the registrar or records offices at the colleges and universities you have attended. Letters of reference must be sent directly from the evaluator DO NOT mail or fax a paper copy of your official test scores to OTCAS.

## **15. Q: Can I send other materials to OTCAS even if they are not required?**

A: Do not send any other documents to OTCAS, regardless of whether you wish them to be included as part of your OTCAS application. OTCAS will NOT forward any documents other than those listed above to your designated programs. If you would like your designated programs to obtain a copy of additional documents or credentials, you must contact your programs and ask whether they will allow you to send these items to the admissions offices directly. Be sure to investigate any supplemental application materials or fees that your individual program(s) may require.

## **16. Q: Will OTCAS send my Foreign Transcript Evaluation service to a non-participating program or any other establishment?**

A: No. Any documents received by OTCAS will be used for verification purposes and subsequently archived. OTCAS is only authorized to distribute applicant documents to OT programs participating in OTCAS. OTCAS cannot make exceptions to this policy under any circumstances.

## **17. Q: Do I have to wait for my documents to be received at OTCAS before I can e-submit my application?**

A: No. You can and should e-submit your OTCAS application as soon as you are confident that you have filled out all of the online sections completely and accurately. OTCAS will accept your letters of reference, transcripts, and payment regardless of the status of your application. The receipt of these documents does not affect whether you can e-submit.

## **18. Q: Does OTCAS save or carry over any application materials from one application cycle to the next if I need to reapply in the future?**

A: No. OTCAS does not carry over any application data. If you are re-applying or will reapply in a future cycle, you will need to create a new application and resubmit all new required documents to OTCAS.

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## 19. Q: Will OTCAS e-mail me about the status of my application?

A: OTCAS will notify you via e-mail once you create your application, you submit your application, and your application has been verified. OTCAS will also contact about problematic application materials or incomplete/incorrect information on your online application. OTCAS will NOT notify applicants in the case of missing documents. If you wish to see if your application is complete and whether OTCAS has forwarded your application to your selected programs, you must login to your OTCAS application and check the STATUS section.

Make sure the e-mail address listed on the OTCAS application is your current e-mail account. You must frequently check your e-mail account and the Message section of your online application for important information throughout the application process.

## 20. Q: Why haven't I received any e-mails from OTCAS?

A: OTCAS and OT programs may send e-mail messages simultaneously to multiple applicants. However, some e-mail providers use filters to prevent users from receiving "Spam" (unsolicited, junk e-mail), and these e-mail filters may incorrectly interpret an e-mail from OTCAS or an individual program as "Spam" and automatically delete (or set as "Junk") a message to you about the status of your OTCAS application. To avoid missing important OTCAS e-mails, turn the "Spam" or "junk" e-mail filters off during the application cycle. If your e-mail provider does not allow you to turn the filter off, you may have access to a "junk mail file" that archives all messages identified as sent to multiple addresses. Periodically check your Spam/junk e-mail file for OTCAS or program related messages. If you do not currently have an e-mail address or are unable to turn off the Spam/junk filters described, please establish a new e-mail account.

Below are a few free e-mail services for you to consider. (This is not a comprehensive list and does not reflect an endorsement or guarantee for reliable service).

**Yahoo:** <http://mail.yahoo.com/>

**Hotmail:** <http://www.hotmail.com/>

**Gmail:** <http://www.gmail.com/>

## 21. Q: What will happen if my transcript and/or payment arrive after the program deadline date? Will OTCAS process my application?

A: OTCAS will continue to process your application normally even if your transcripts, references, and payment are received after the deadline. However, OT programs may not consider your application if your application or any required materials is late. Other OT programs operate on a rolling admissions basis and will give priority consideration to those applicants who apply earlier in the admissions cycle. If you apply to a program with rolling admissions, all open positions for the next entering class may be filled even before the deadline has passed. If you want to determine whether late materials will disqualify you, contact the program directly.

## 22. Q: Do all OT programs have the same deadline?

A: No, each program establishes its own deadlines. Many programs have multiple deadline dates and give preference to applicants who apply early in the admissions process. You can find these deadlines by reviewing the OTCAS program pages on the OTCAS site. Once you e-Submit your application, you will not be able to make any changes to the majority of the sections, but you will be able to add additional designations if you decide that there are more programs to which you would like to apply.

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Because you cannot make changes when you add these additional programs, however, your application should be complete to your satisfaction before you e-Submit your first designation(s).

## **23. Q: Can I obtain a refund if I miss a deadline?**

A: No. Once you e-submit your application to OTCAS, refunds will not be issued. You must comply with program deadlines and policies, as provided on the OTCAS program pages. It is your responsibility to be sure your application has been e-Submitted to OTCAS before 11:59pm Eastern Standard Time (EST) on the deadline date of your selected OT program(s). Your designated OT programs will consider you to have met their deadlines as long as you have e-Submitted your application and all required documentation by these dates, even if your application has not been verified. If your transcripts or other materials (e.g., references) arrive after the program's deadline, OTCAS will process your file normally; however, your designated OT programs may not consider your file as complete by their deadline. It is your responsibility to regularly monitor the status section of your application to ensure that all documents are received by the program's deadline and to receive any messages that OTCAS might send you regarding the processing of your application.