

Welcome to OpenApply

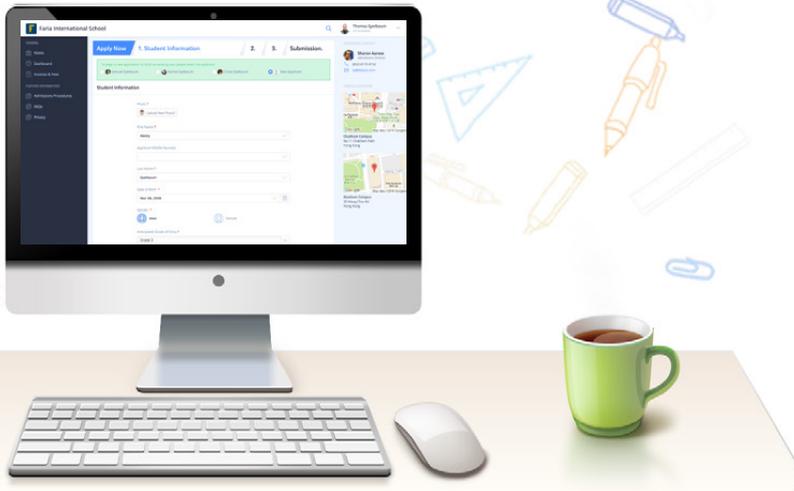
Thank you for signing up with OpenApply! We hope you find it effective as your paperless admissions office.

Please find enclosed our QuickStart guides to help you make full use of OpenApply.

Yours sincerely,

The OpenApply Team

At Faria Systems Inc.



Up and running in one week!

 Send us your forms



We set up your account within 48 hours



Configure Settings & Payment



Your admissions office is paperless!



Contact Us!

We are available 24 hours a day, Monday to Friday.

Website: <http://openapply.com>

 +1 866 297 7022

 +44 208 133 7489

Email: support@openapply.com

 +852 8175 8152

 +61 2 8006 2335

Getting Started

Who's involved in setting up OpenApply?

Admissions staff are the primary users of OpenApply. During the setup, the Admissions team will want to ensure that all key forms are organised correctly and that the Admissions settings are configured with year levels, enrolment, admissions checklists and tour preferences set.

We recommend reviewing the [Build Forms, Configure Settings, Admissions Cycle](#) and [Re-enrolment](#) guides.

Academic staff may be given access to OpenApply to review applications and to participate in admissions decisions.

We recommend reviewing the [Admissions Cycle](#) and [Re-enrolment](#) guides.

Technology staff are responsible for setup, linking to OpenApply from the main school web page, provisioning access to OpenApply, preparing the Excel import file for adding currently enrolled students, and integration with the school's student information system. We can also assist you in syncing OpenApply with ManageBac and iSAMS.

We recommend reviewing the [Configure Settings, Enable Online Payments](#) guides and [FAQs](#).

Billing & Finance are responsible for defining invoice settings and enabling online payment.

We recommend reviewing the [Enable Online Payments](#) guide and [FAQs](#).

Checklist of Items Key items to have ready at hand:

Forms

- ✔ Application for Admission
- ✔ Supplementary
- ✔ Re-enrolment
- ✔ Registration of Interest / Enquiry
- ✔ Questionnaire & Recommendation

Admissions

- ✔ Enrolment Capacity
- ✔ Campuses
- ✔ Status & Notifications
- ✔ Applicant Checklist
- ✔ Tours

Payments & Invoicing

- ✔ Payment Methods
- ✔ Invoice Options

Re-Enrolment

- ✔ Deadlines

Build Forms



Send us your Forms *The recommended way*

Simply e-mail your admissions and enrolment forms to support@openapply.com. We will build them for you within 48 hours, usually less.

Time Required

15 - 20 minutes

Who's involved?

Admissions Office

Once your forms have been built, you can still easily make changes or add new fields with our form editor.

The screenshot shows the OpenApply Form Editor interface. On the left, there is a 'Drag to Add a Field' panel with a search bar and a list of field types including: Always Open, Address, Address ID, Applicant User Web, Applied Before, Date, Campus, and City of Birth. The main area shows a form titled 'No Enrollment Form' with fields for 'Title', 'Enable payment', 'Confirm without payment', and 'Fee' (set to \$ 9000). There are also checkboxes for 'Enabled' and 'Render form in 2 columns'. A description at the bottom reads: 'Please confirm your enrollment for the 2016-2017 academic year and ensure that your contact details are up-to-date.'

What type of forms are supported in OpenApply?

Application for Admission

Application forms are used by new families to apply to your school. They will collect basic demographic and academic information for the applicant and family. An online payment option additionally simplifies the process.

Supplementary

Supplementary forms are used to collect health, extracurricular activities and other information about the applicant.

Re-enrolment

Re-enrolment forms are used to confirm re-enrolment for the upcoming academic year and can be used to ensure that each family's contact details are accurate and up-to-date.

Registration of Interest / Enquiry

Enquiry forms are used by new families to express interest in applying to your school. They are more concise and allow the family to provide their contact information and proposed grade of entry.

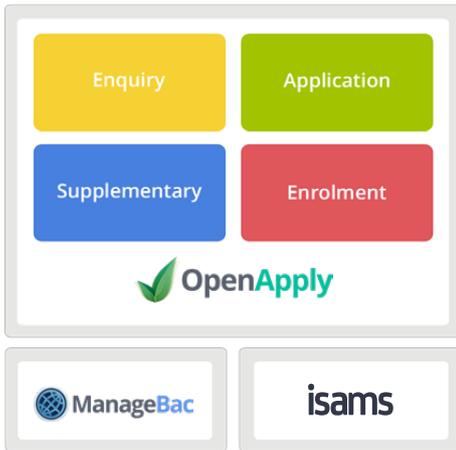
Tour

Tour forms are used to collect information about families prior to their school tour.

Questionnaire

Questionnaire forms efficiently and securely collect teacher and personal recommendations online.

Best Practices



OpenApply is built on the single source of truth principle. This means that information entered across various stages of the admissions process remains up-to-date, accurate and in sync at all times. Together with built-in form validation, this provides a robust defense against bad data and ensures a sound database. By allowing families and staff to easily update information via any form, you can avoid versioning headaches.

What do we mean? The best example is when families complete re-enrolment, all their historical information is pre-filled in and any updates or changes flow back into the main student profile, so instead of having to complete the form from scratch, they can simply update and confirm.

What types of fields are supported on OpenApply?

Single-line Text is for simple questions requiring one- or two-word answers.

Multi-line Text is for more complex questions requiring longer answers.

Dropdown Menu is for selecting from a long list of values, such as selecting your country, language, etc.

Checkboxes are for questions that require multiple answers, such as languages spoken.

Multiple Choice is for questions with one defined answer.

Grouped Fields are for complex tables, such as prior school lists or immunisation histories.

File Upload is for collecting school reports or allowing parents to upload Word or PDF documents.

Date is for indicating dates such as the school enrolment date.

Year is used to collect a specific year i.e. 1999 between a defined range (e.g. 1990 to 2010).

URL is used to collect a web address.

E-mail Address is used to collect a valid e-mail.

Number is used to collect a valid integer.

Decimal Number is used to collect a more precise value.

Terms & Conditions are used to certify acceptance of terms upon submission of each form.

Signature is used to collect the e-signature of the parent or applicant upon submission of each form.

Configuring Settings



Configure Settings

Time Required

30 - 60 minutes

Who's involved?

Admissions, Technology & Billing Offices

Programmes & Enrolment Capacity

Define your academic programmes (e.g. IB Diploma, IGCSE, AP, High School, Middle School) and your enrolment capacity i.e. the number of places available in each grade level.

The screenshot shows the 'Admissions Preferences' interface with the 'Programme' tab selected. It lists several programme levels with checkboxes and capacity settings:

Programme	Capacity
<input checked="" type="checkbox"/> Primary	20
<input type="checkbox"/> Middle School	20
<input type="checkbox"/> High School	20
<input checked="" type="checkbox"/> Pre-KK	20
<input checked="" type="checkbox"/> Kindergarten	20
<input checked="" type="checkbox"/> Grade 1	20
<input checked="" type="checkbox"/> Grade 2	20

Campuses

Indicate any additional campuses. This will be used to organise your admissions and programmes by campus. For example, you can indicate that the **West campus** is for secondary school, whereas the **East campus** is for primary and middle schools.

The screenshot shows the 'Admissions Preferences' interface with the 'Campuses' tab selected. It displays details for 'Chatham Campus':

- Address: No 11 Chatham Path, Hong Kong
- Programs: Primary, Middle, Secondary
- Display campus on front page: Yes
- Show map: Yes
- Available For Tours: Yes
- Applicants: 106

Status & Notifications

Customise the status levels (e.g. Pending, Applied, Accepted, Wait-listed, etc.) and enable automated e-mail notifications, which will send personalised e-mails to families when a new status level has been set. For example when an applicant is marked as **Accepted**, they will be sent a personalised e-mail based on your template.

The screenshot shows the 'Admissions Preferences' interface with the 'Status & Notification' tab selected. It displays a table of status levels and notification settings:

Status	Type	Applicant Message	Family Message	Action
<input checked="" type="checkbox"/> Pending	Pending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level
<input checked="" type="checkbox"/> Applied	Applied	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level
<input checked="" type="checkbox"/> Admitted	Admitted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level
<input checked="" type="checkbox"/> Wait-listed	Wait-listed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level
<input checked="" type="checkbox"/> Rejected	Declined	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level
<input checked="" type="checkbox"/> Enrolled	Enrolled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+ Add Status Level

Tours

Enable families to schedule visits directly online within a defined range of days and hours (e.g. Mon, Wed & Fri between 8:00 am and 3:30 pm). Share your Open House and orientation days and allow parents to RSVP online.

Below the Tour options, you can also indicate holidays and days when family tours will not be offered. Simply click the date of the month that you would like to skip.

Admissions Checklist

Define your admissions process and requirements by programme.

When creating an admissions checklist, you can choose from **four** requirement types:

- **To-Do** allow you to specify tasks, e.g. Taking the SSATs.
- **Document Submission** allows you to collect documents that families can securely upload, e.g. school reports or transcripts.
- **Tours & Forms** allow you to require tours or completion of forms.
- **Interviews** allow you to schedule an interview date & time with a family.

Configuring Export Templates

With our drag-and-drop export templates, you can select the fields you want to include in your export, and also save the template for further use.

The screenshot shows the 'Admissions Preferences' page with the 'Tours' tab selected. The page is divided into 'Primary', 'Middle', and 'Secondary' sections. Under 'When are tours available?', there is a table with columns for 'Day', 'Hours', and 'Hosts'. The table shows that tours are available on Monday (7:45 am - 8:00 am) and Wednesday (7:00 am - 8:00 am), with hosts 'R. Richard Chandler' and 'R. Sharon Aarseth' respectively. There are 'Add Hours' buttons and a 'Display on landing page' toggle set to 'OFF'.

The screenshot shows the 'Admissions Preferences' page with the 'Checklist' tab selected. It displays a table with two columns: 'Title & Requirements' and 'Applicable Statuses'. The table lists various tasks such as 'Schedule Tour Visit', 'RSVP for Open House Day', 'Submit Registration of Interest', 'Complete Prior School Questionnaire', 'Submit School Records', 'Submit Application', 'Schedule Interview', and 'Health Form'. Each task has a status indicator (e.g., Pending, Applied, Admitted, Wait-listed, Declined) and a 'Requires' field (e.g., Requires Tour, Requires Open Day, Requires Form, Requires Interview).

The screenshot shows the 'Import & Export' page. It has tabs for 'Export', 'Import', and 'Recent Imports'. The 'Export' tab is active, showing options to 'Export student records from:' (Application for Admission) and 'Status' (Pending, Applied, Admitted, Wait-listed, Declined, Enrolled, Graduated, Withdrawn). There are also options for 'Programme' (Primary, Middle, Secondary), 'Export Archived Student' (Yes, No), and 'Export Template' (Application for Admission). At the bottom, there are 'Available Fields' and 'Export Fields' sections with a 'Select All' and 'Unselect All' button.

Enable Payments



Enable Payments

Easily collect application and re-enrolment fees online. Generate invoices, perform reconciliation, and send automated invoice reminders & receipts.

Time Required

1 hour to 1 week

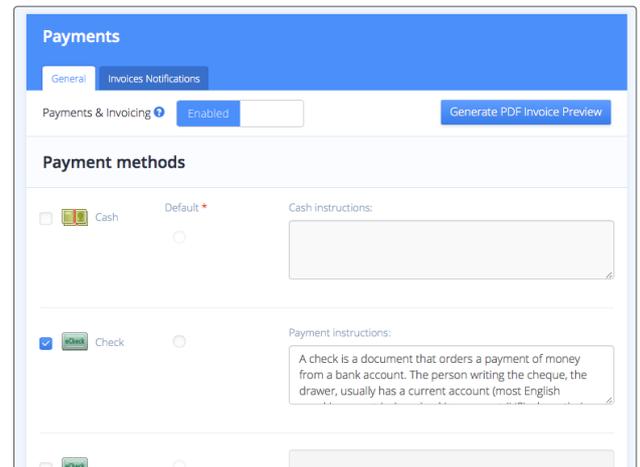
Who's involved?

Billing & Finance Office

Configure Payment & Invoice Settings

Define your invoice preferences, billing currency and payment methods:

-  Check
-  Bank Transfer
-  Credit Card
-  Cash



Setup Your Payment Account

In order to accept credit card payments online, you will need to setup an online payment account with any of the following providers:

		 USD	 EUR	 GBP	 HKD	 AUD	 CAD	 SGD
 stripe	http://stripe.com	✓	✓	✓	✓	✓	✓	
 Braintree	http://braintreepayments.com	✓	✓	✓	✓	✓	✓	✓
 PayPal	http://paypal.com	✓	✓	✓	✓	✓	✓	✓
 CyberSource	http://cybersource.com	✓	✓	✓	✓	✓	✓	✓
 hostedPCI	http://hostedpci.com	✓	✓	✓	✓	✓	✓	✓

And others: Authorize.Net, Chase Paymentech, Planet Payment / iPay, WorldPay (XML Direct), Moneris, Network Merchants (NMI), SecureNet, Star Card, PSI Gate, Optimal Payments, Global Collect, Beanstream, AITS, Redecard (Brazil), Firstdata, Vitalpay

Manage Payments

The Payments Dashboard allows you to manage invoice generation, reconciliation, and send reminders.

Search and filter invoices

Easily monitor outstanding payments by aging days

Define invoice preferences

Bulk generate invoices

Easily reconcile payments

Status	Aging Days	Count	\$ Amount
Current	0 - 20 Days	0	\$0.00
Past Due	21 - 40 Days	0	\$0.00
Late	Over 40 Days	0	\$0.00
To be Invoiced		87	\$8,290.00
Paid		5	\$460.00

Via the Applicant Profile

5 min ago
5 min ago
5 min ago
9PM
8:43PM
7:22PM

RE-ENROLLMENT

Pending in Grade 4 for the 2013-2014 Academic Year

PAYMENT & INVOICES

Receipt-1006.pdf 32 KB
August 22, 2013 via Credit Card

Issued February 8, 2013 Due February 28, 2013

SIBLINGS

Rachel Epelbaum
F, Grade 10, Applied

Chloe Epelbaum

Generate Invoices

Set the issue date and payment amount to generate an individual invoice. Optionally send the invoice via e-mail.

Reconcile Payment

Mark the payment method (e.g. bank transfer), payment amount and date of payment to reconcile the invoice.

Send Receipt

Once an invoice has been reconciled, you can e-mail a PDF receipt in one click.

Manage Admissions

The Admissions Process



Pending
The applicant has expressed interest but has not yet submitted their application.



Applied
The applicant has submitted their application with all required documents.



Admitted
The Admissions team has extended an offer of acceptance to the applicant.



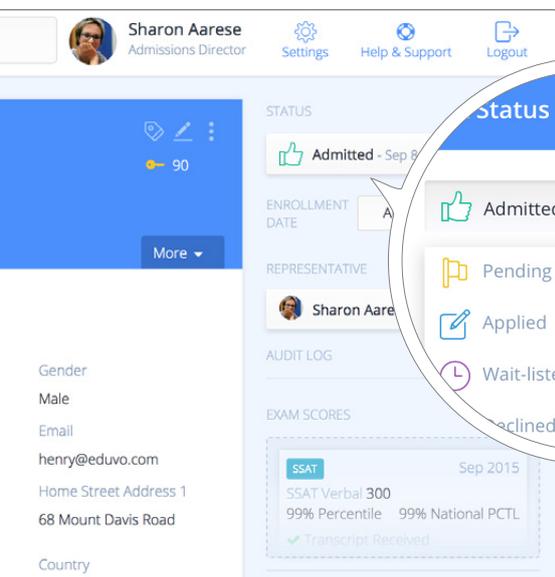
Waitlisted
The Admissions team has wait-listed the applicant.



Declined
The Admissions team has declined to offer a place to the applicant.

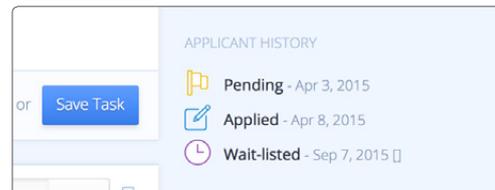


Enrolled
The applicant has accepted the offer and confirmed their enrolment.



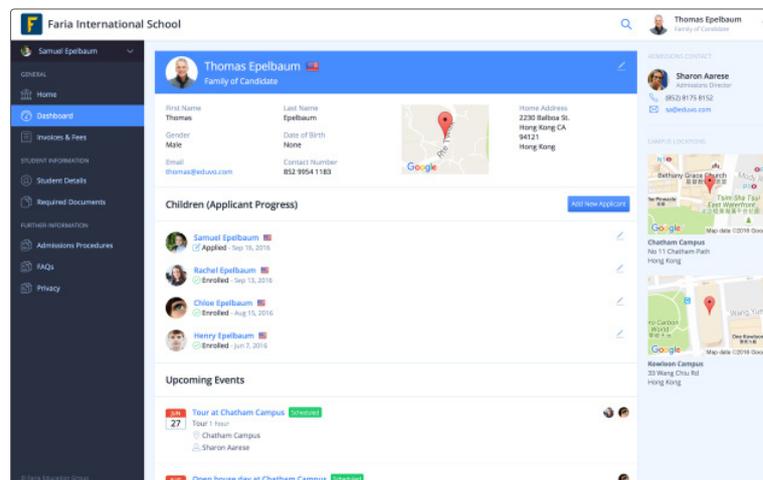
Once you have reached an admissions decision after reviewing an applicant profile, you can mark their admissions status.

- Only admissions staff with admit & enrol permissions can adjust the status.
- There is also a 30-second delay in sending e-mail notifications, so if you have marked the status incorrectly, you can press *Undo* on the Applicant History to reverse your decision.



Applicant Dashboard

The applicant dashboard enables parents to track their admissions status and communication with the school in real-time. When families securely login to OpenApply after submitting their application, they can view their previously submitted application, the admissions status history, their application checklist with completed and pending items, and any outstanding or paid invoices.



Applicant Profile

The screenshot displays the OpenApply Applicant Profile for Henry Epelbaum, a Grade 3 Applicant. The interface includes a left-hand navigation menu, a central profile and activity section, and a right-hand sidebar with various management options.

Annotations and Labels:

- Edit Applicant:** Points to the edit icon in the top right of the profile header.
- Browse Forms:** Points to the 'Dashboard' link in the left navigation menu.
- Post Note, Send E-mail, Attach File:** Points to the 'Tasks' section, which lists actions like 'Call Adrienne', 'Send Chevron HR Confirmation', and 'Confirm enrollment date'.
- Browse Latest Activity:** Points to the 'Latest Activity' section, which shows a chronological list of events such as 'Risa Aoki has a task added for Tuesday, March 13' and 'Henry Epelbaum's status has changed to Pending'.
- Set Applicant Status & Schedule Notifications:** Points to the 'STATUS' dropdown menu, currently set to 'Enrolled - Mar 7, 2015'.
- Track Exam Scores:** Points to the 'EXAM SCORES' section, which lists scores for PSAT Reading (88%), PSAT Quant (96%), PSAT Writing (50%), and ACT (33).
- Schedule Tours & Interviews:** Points to the 'Tours' and 'Interviews' tabs in the central profile section.
- Manage Re-enrollment:** Points to the 'RE-ENROLLMENT' section, which shows 'Pending in Grade 4 for the 2013-2014 Academic Year'.
- Generate Invoices & Process Payments via Credit Card:** Points to the 'PAYMENT & INVOICES' section, which includes a 'Receipt-1006.pdf'.
- Manage Siblings:** Points to the 'SIBLINGS' section, listing Rachel Epelbaum and Chloe Epelbaum.
- Manage Parents & Guardians:** Points to the 'PARENTS & GUARDIANS' section, listing Thomas Epelbaum (Father) and Adrienne Epelbaum (Mother).
- Applicant History:** Points to the 'APPLICANT HISTORY' section, showing a record of 'Pending - Feb 16, 2013' and 'Accepted - Mar 7, 2013'.

Start Admissions



Start Admissions

Congratulations! Now that you have set up your OpenApply account, you are ready to go live. Review your application forms once more for accuracy, invite your colleagues and link to OpenApply from your main school website.

Time Required

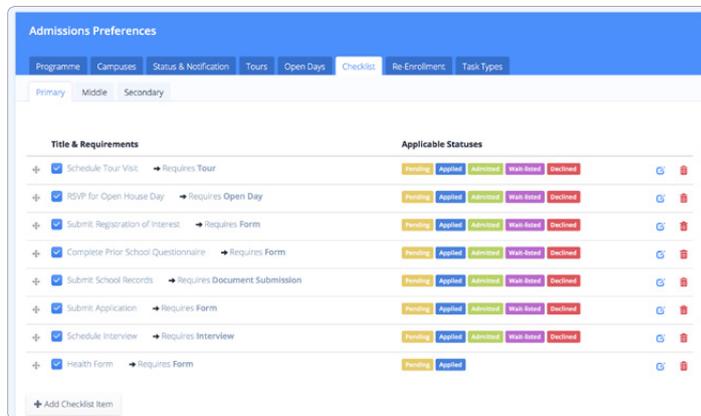
1 hour

Who's involved?

Admissions and Technology Offices

Review Forms for Accuracy

Double-check to ensure that all required fields have been added to your forms. Review your application checklist one more time to ensure that it meets your requirements.



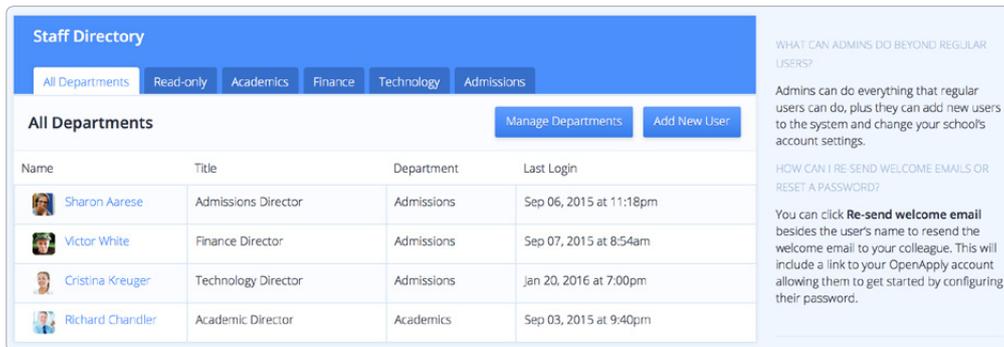
The screenshot shows the 'Admissions Preferences' interface. It has a top navigation bar with tabs: Programme, Campuses, Status & Notification, Tours, Open Days, Checklist, Re-Enrollment, and Task Types. Below this is a sub-navigation bar with 'Primary', 'Middle', and 'Secondary' options. The main content area is titled 'Title & Requirements' and lists several items, each with a status indicator and a 'Re-send' button. The items are:

Title & Requirements	Applicable Statuses
<input checked="" type="checkbox"/> Schedule Tour Visit → Requires Tour	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> RSVP for Open House Day → Requires Open Day	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Submit Registration of Interest → Requires Form	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Complete Prior School Questionnaire → Requires Form	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Submit School Records → Requires Document Submission	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Submit Application → Requires Form	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Schedule Interview → Requires Interview	Pending, Applied, Admitted, Wait-List, Declined
<input checked="" type="checkbox"/> Health Form → Requires Form	Pending, Applied

At the bottom, there is an '+ Add Checklist Item' button.

Invite Colleagues

Create additional staff accounts for your school admissions, technology & business offices. Permission levels allow different tiers of access.



The screenshot shows the 'Staff Directory' interface. It has a top navigation bar with tabs: All Departments, Read-only, Academics, Finance, Technology, and Admissions. Below this is a sub-navigation bar with 'All Departments', 'Manage Departments', and 'Add New User' buttons. The main content area is a table with the following data:

Name	Title	Department	Last Login
Sharon Aarese	Admissions Director	Admissions	Sep 06, 2015 at 11:18pm
Victor White	Finance Director	Admissions	Sep 07, 2015 at 8:54am
Cristina Kreuger	Technology Director	Admissions	Jan 20, 2016 at 7:00pm
Richard Chandler	Academic Director	Academics	Sep 03, 2015 at 9:40pm

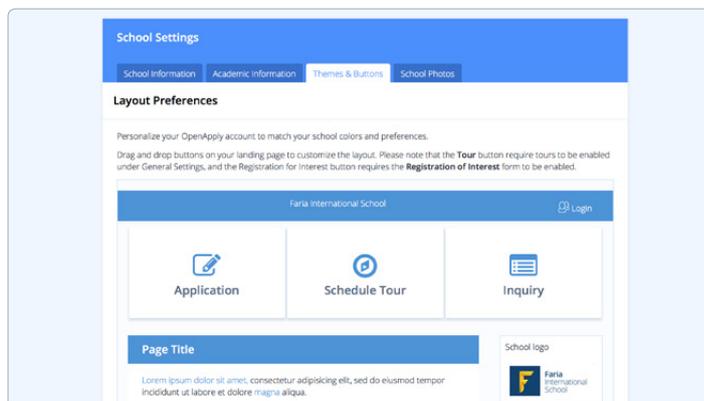
On the right side, there is a text box with the following content:

WHAT CAN ADMINS DO BEYOND REGULAR USERS?
Admins can do everything that regular users can do, plus they can add new users to the system and change your school's account settings.

HOW CAN I RE-SEND WELCOME EMAILS OR RESET A PASSWORD?
You can click **Re-send welcome email** besides the user's name to resend the welcome email to your colleague. This will include a link to your OpenApply account allowing them to get started by configuring their password.

Link your Admissions Website to OpenApply

Embed the OpenApply button on your school website homepage and create an easy link to your application forms. Choose from three OpenApply button styles: portrait, landscape and banner.



The screenshot shows the 'School Settings' interface. It has a top navigation bar with tabs: School Information, Academic Information, Themes & Buttons, and School Photos. Below this is a sub-navigation bar with 'Layout Preferences'. The main content area is titled 'Layout Preferences' and contains the following text:

Personalize your OpenApply account to match your school colors and preferences. Drag and drop buttons on your landing page to customize the layout. Please note that the **Tour** button requires tours to be enabled under General Settings, and the **Registration for Interest** button requires the **Registration of Interest** form to be enabled.

The interface shows a preview of the landing page with the following elements:

- Page Title: Faria International School
- Buttons: Application, Schedule Tour, Inquiry
- Page Footer: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
- School Logo: Faria International School

Manage Re-enrolment

The Re-Enrolment Process

Configure Re-enrolment Forms

You can customise your re-enrolment form via the Forms Editor and also define your re-enrolment fee. Form fields are automatically coded, so that any existing information (e.g. home address) will be pre-filled and seamlessly updated when parents confirm re-enrolment.

Define Re-enrolment Settings

Set your re-enrolment deadline to a fixed date (e.g. Mar 15) and customise your re-enrolment notification e-mail template.

Send Re-enrolment Forms

Once you are ready to open re-enrolment for parents, you can bulk send re-enrolment e-mails to all families whose children are set to the Enrolled status. (Note: applicants & families that have just been accepted in your current admissions period will not receive re-enrolment notifications)

Re-Enrolment Status	Total	Percentage
Not Sent	11 students	69%

Parents are sent a personalised re-enrolment e-mail.



Clicking the re-enrolment link will securely log parents in to the re-enrolment form. The re-enrolment form is pre-filled with existing family information.



Upon submission, family information is updated automatically on the applicant profile.



Re-enrolment Dashboard

The re-enrolment dashboard enables you to monitor overall re-enrolment in real-time and to bulk confirm re-enrolment for many students at once. You can easily filter re-enrolment by program or grade level to see the status of a particular cohort, or bulk re-send re-enrolment notifications via e-mail.

Re-Enrolment Status	Total	Percentage
Not Sent	11 students	69%
Pending	5 students	31%
Confirmed	0 students	0%
Declined	0 students	0%

Students	Decision	Grade
Philip Ruiz	Pending	Grade 7
Carl Vasquez	Pending	Grade 11

Frequently Asked Questions

General

What is OpenApply?

OpenApply simplifies the admissions process for families and schools by providing a convenient alternative to paper forms, and by providing an integrated system to support the internal admissions process from first inquiry to enrolment.

How much does OpenApply cost?

OpenApply is free for applicants & families, but it is provided as an annual subscription service to schools.

What do I need to use OpenApply?

OpenApply is a web-based application that is hosted on our servers. All you need is an internet connection and a modern web browser with JavaScript enabled.

We recommend using Google Chrome for the best experience, but Safari 5, Internet Explorer 9 or Firefox 12 all work fine on Macs & PCs.

Who is behind OpenApply?

OpenApply is a service provided by Faria Systems Inc. We design integrated information systems for international education to support schools for the future and to eliminate paperwork.

Setup

What do I need to get setup?

Setting up OpenApply is quick and easy. All you need is a copy of your existing application forms in Word or PDF format.

After signing up, we build in your application forms within 48 hours and work with you to configure your school's account, so that the admissions process reflects your school's requirements.

How do I sign up for OpenApply?

You can sign up directly at <http://openapply.com>. You can also call us at +1 866 297 7022 or +852 8175 8152.

Support & Training

Where can I get help if I have a question?

You can visit our Online Support Center to browse our Help tutorials. You can also e-mail us or call us at +1 866 297 7022 or +852 8175 8152 any time. We take great pride in providing responsive, friendly and helpful support.

What kind of support do you offer?

We provide support by e-mail and telephone. We are available 24 hours a day, Monday to Friday. We also provide free one-on-one online training sessions for your Admissions team during the setup phase to help them get acquainted with OpenApply and to walk through all key parts of the system.

Technical

Where is OpenApply hosted?

OpenApply is hosted in the cloud at the iWeb Montreal data center.

How secure is OpenApply?

Prospective applicants & families can visit your Admissions page, but in order to submit an application, they must first create an account by providing their e-mail address and setting a password.

By default, all application forms use 256-bit SSL encryption to ensure that data is encrypted during submission to your school.

The OpenApply admissions panel is a password-protected system. It is not publicly accessible and access is restricted to your school admissions team.

Are my files backed up?

Yes, files are backed up in real-time on redundant RAID storage locally, and disk images are backed up daily at the data center. Records are also encrypted, and backed up off-site at a separate facility three times each week.

Can I export my information from OpenApply?

You can export applicant and family information in PDF, Excel or CSV format. All information stored on OpenApply is exportable.



The Paperless Admissions Office



A service of



**Faria
Education
Group**

Integrated Information Systems
for International Education

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The Faria Education Group is a leader in international education systems & services.

