

Frequently Asked Questions

Questions regarding COE

- 1 Q: Is it possible to check the processing status or expected date of issuance of the COE, after the International Support Center (ISC) submits the COE application?

A: Upon submission of your COE application to the Immigration Bureau on your behalf, you will be notified via email with a COE application number. You may contact the Sendai Immigration Bureau directly on +81 22 256 7025 using your COE application number. Please note that the Immigration Bureau will NOT provide you with details, including the expected date of issuance. We kindly request your patience until you receive an update from the ISC.

Questions regarding how to enter information on the web application system

[4, Nationality / Region]

- 2 Q: I have multiple nationalities. what should I enter as my nationality?

A: If you hold multiple nationalities, please provide details of the one you wish to be considered. You will need to provide passport information of the nationality you chose here when you apply for visa and enter Japan with same passport. Also you will be recognized by that nationality while your stay at TU.

[6, Name]

- 3 Q: I learned that I must enter my name exactly as it is on my passport in the web application system. But I do not have my passport yet. What should I do?

A: Please ensure that the name on your new passport matches the name you have filled in here if you are currently applying for a passport. If the name is different, it may cause a delay in the COE process.

[16, Place of visa application]

- 4 Q: I need to apply for my visa outside my country of residence. What should I do?

A: Visa application is conducted in the country of residence except in special cases. If you need to apply for a visa outside your country of residence, please contact the embassy/consulate where you intend to apply for a visa and then fill in this question.

[18, Past history of applying for a COE]

- 5 Q: I am unsure of my past COE application history. What should I do?

A: Please inquire with the previous institution you belonged before whether or not they have applied for COE for you in the past. They may have applied for COE for you when you were there, or when you tried to enroll there, even if you never received COE. Incorrect information can cause delays in the processing of your COE.

[21, Family in Japan]

- 6 Q: I have more than 5 family members in Japan. So, there is not enough slots to enter the information. What should I do?

A: Send details to the ISC by contact form below.

https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/

[23, Education (last school or institution) or present school]

- 7 Q : In the section 23 if I'm attending my master degree I have to select master, haven't I?

A: In case If you are a Master degree student right now, check 'In school' at (1) Present academic status then Check 'Master' at Your status at school. Enter your name of your school at (2). And enter your expected graduation year and month at (3).

[Section 24, "Method of support to pay for expenses while studying at Tohoku University"]

- 8 Q: As for the proof of self-financing - is a pdf bank statement about current balance from online banking enough?

A: There are 4 things that need to be on your bank statement to prove your finances. As long as these 4 things are on your bank statement, it's acceptable as proof of your finances, even if it's a screen shot of an online banking page. The 4 things that need to be on the statement are the name of the bank, the name of the account holder, the latest balance and the date of issue. The document must be issued within 3 months. The document must be in Japanese or English. If it's in another language, please provide a translation. Self-translation is acceptable.

- 9 Q: Since bank statement is going to show the amount in my home country's currency, do I need to convert and have them written separately in Yen?

A: If it's possible that would be greatly appreciated, or you can add it by yourself in a different PDF. If not, we will take care of that part.

- 10 Q: If our home university gives as a contribution money for exchange student. We have to put it in a scholarship?

A: If it is not considered a scholarship please put it as "Others" in the Web Application system (Section 24), and provide us details.

https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/

- 11 Q: If I have a supporter living abroad whose annual income is over 2,000,000 yen, and I'm also receiving a scholarship, do I need to add the scholarship information as part of my financial support?

A: If you have received a scholarship to cover your expenses during your stay, please add the scholarship information and upload the scholarship certificate. The scholarship certificate must include these 5 things. The name of the scholarship organisation, the name of the recipient, the amount of the scholarship, the date of issue and the duration of the scholarship. If this document is not in English or Japanese, please attach an English translation. Self-translation is acceptable.

- 12 Q: I have a question about the date of Jasso scholarship announcement. In case it's not announced within the time of COE application, I have to choose "Self" in number 24 right?

A: Please do not put information of JASSO as a scholarship. Please use any other method to cover your expenses while your stay at TU.

- 13 Q: If I have more than 480,000 yen in my bank account (I will stay for 6 months) but I also receive scholarships (of unknown amount), can I just put myself as the supporter and not mention the scholarships?

A: If you can't provide the details of your scholarship and attach a scholarship certificate, do not select a scholarship as your method of payment for expenses during your stay. Please select something else as your method of payment.

- 14 Q: If I am receiving financial aid at my school for that school period, do I need to submit my school as a supporter?

A: If it's not considered a scholarship, please select Other / その他 under (1) Method of support and amount of support per month (average) and give us the details. If it's a scholarship, select Scholarship under (1) and provide details. Please make sure you attach a PDF of some kind of certificate to prove your finances.

15 Q: I applied for state-funding (not a typical Scholarship) by my home country. However, I will not know if or how much funding I will receive until April/May. Luckily I have enough money at the moment. So should I just not mention the state-funding at all? Because I don't need it as of now and do not have any proof for it yet.

A: If you can't provide the details of your scholarship and attach a scholarship certificate, do not select a scholarship as your method of payment for expenses during your stay. Please select something else as your method of payment.

16 Q: If my supporters annual income is over 2,000,000 Yen I understand that I should not submit supporting documentation like a bank statement. But do I need to submit a document proofing the annual income? Or can I just write it without any proof?

A: You do not need to submit a document of proof of the annual income.

[25, Plans after graduation or completion of the program at Tohoku University]

17 Q: I am not able to find information regarding acceptance period for me. Should I leave it blank?

A: Please contact administrative staff where you will belong to.

[26, Research subject]

18 Q: How specific does my research theme have to be? Is it sufficient to write a Research Keyword? I found that something like mathematics may be not okay.

A: If your research theme is not decided yet, please write as specific as possible.

[The last section of the form (Attachments Section)]

19 Q: I have more than 5 files to be uploaded. So, there is not enough slots to enter files. What should I do?

A: Please contact ISC using the contact form below and let us know your situation. We will get back to you with directions.

https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/

[After applied COE from Web system]

20 Q: I applied for COE in the web application system, but I can receive no emails from the ISC.

A: Please check your spam/junk mail folder first. If you are still having difficulty finding emails from the ISC, please contact the ISC using the link below.

https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/

21 Q: After applying for COE in the web application system, I find information to be modified. What should I do? / I forgot to upload files before applying in the web application system. What should I do?

A: Please contact ISC using the contact form below and provide us the details of modification. We will get back to you with directions.

https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/

Questions regarding obtaining Visa, and entering Japan

22 Q: How do I know what documents are needed to apply for a student Visa?

A: A valid COE is required. Other requirements can depend on applicant or embassy/consulate. Please contact the embassy/consulate where you are going to apply visa to confirm the required documents to be

23 Q: What documents are required when I enter Japan?

A: You must enter Japan with your COE data, Visa, and passport. In some cases, additional documents are required. Please visit Tu support website website for details.

<https://sup.bureau.tohoku.ac.jp/en/coe-residence-status-e/visaresidentstatus-e/>

24 Q:Do we need proof of leaving the Country by entry? like a ticket for a flight back? and how Long are we allowed to stay in Japan?

A:You can enter Japan on a one-way ticket as long as you have a medium or long term visa. And you must leave Japan once you have completed your programme. Staying in Japan with an "invalid" residence status is

Questions regarding Other

25 Q: Since the COE only last for 3 months, does it means that I need to apply for COE again after coming to Japan if I stay more than 3 months?

A:You only need COE to apply for a visa. Visa will be issued according to COE. Then residence card will be issued according to visa. In case if you will need to change your status on the residence card or if you will need to renew your residence, you will need to apply those at the Immigration Bureau by yourself.

26 Q:How to apply for JASSO support?

A:Regarding JASSO or anything related to your exchange program beside COE, please contact with Student Exchange Division (studyab@grp.tohoku.ac.jp)

27 Q:I renewed my passport after applying for the Exchange semester at TU, which means I have a new passport now (so with a different passport number). Will it be a problem for the COE application?

A:I assume that you have used your old passport to apply for an exchange program, and you have not applied for the COE. If so, it does not affect your COE application. Please apply for the COE with your new

28 Q:Could we enter Japan before the expected date of entry with a Tourist visa?

A:No. You must enter Japan with a student COE and student visa.