



Letters of Recommendation Service

FREQUENTLY ASKED QUESTIONS....

How do I establish a file for letters of recommendation?

As of September 1, 2005 Trinity College student and alumni recommendation files will be managed by Interfolio, an online service. To learn more and establish your account, go to: <https://www.interfolio.com/cgi-bin/signup.cfm> and follow the prompts. It's that easy! You will need a valid credit card to complete the account creation. If you have any recommendations already on file with Career Services, please email career-services@trincoll.edu for further information.

Please follow the steps below to add letters of recommendation to your file:

- After you log into your account, go to your "documents" page and click on "Add a New Item".
- On the next page, select "letter of recommendation" from the drop down box. Give your document a meaningful and unique title, and then choose the "Send Later" option from the drop down box. Click "Add this document".
- On the next page, choose whether or not you would like to waive access to the recommendation.
- A new web browser will open and a form will appear. Print this form, sign it and give it to the person writing the letter. It tells them the status of your confidentiality and provides specific instructions on how to get the letter into your account. **This form is very important, as your document cannot be processed without it.** One to three business days after we receive the completed form and recommendation, it will be uploaded to your Interfolio account. At that point, it becomes an active document and you can send it wherever it needs to go.

Please follow these instructions to upload a document into your account:

- After you log into your account, go to your "documents" page and click on "Add a New Item".
- On the next page, select the type of document (Resume, Writing Sample, Cover Letter, etc.), give the document a unique and meaningful title, and choose to "Upload Now".
- Enter the file name of the document (or browse your hard drive to find it). Once you have identified the document, simply click the "Upload File" button and the system will add the document to your account. To check the status of your documents, click on the "documents" page in your account. The document should be marked "Converting," meaning that we have not yet converted it and placed it in your account. After several minutes, click "Click here to Refresh." The document will display the date, showing that it has gone through our system properly.

Please follow these instructions to send your Interfolio to a potential school or employer:

- After you log into your account, go to your "deliveries" page.
- Enter the following required information: institution, address, city, and zip/post code. Click the gray box titled "Search for Matching Institutions". Should you find the proper institution to deliver to, select the appropriate empty circle and click on the gray button titled "Select Institution/Position & Continue." If the institution is not found, click the gray button labeled "Continue" found at the very bottom of the page under the field titled "Use the Address You Provided."
- Mark the square checkbox in the column labeled "Select" next to each document you wish to include in the delivery. Click the button labeled "Add checked documents to delivery."
- In the column labeled "Modify Print Order," click the arrows to move documents up or down in the print order. In the column labeled "Number of Copies", click the "+" and "-" to increase or decrease the number of copies of this document to be printed in the delivery. When you are satisfied with the print order of the documents in the delivery, click the button labeled "Continue".
- Select the empty box next to the delivery method you wish to use to deliver your portfolio and click the button labeled "Continue".
- If you wish to send additional portfolios, click the button labeled "Continue Adding Deliveries".
- Once you have made all delivery requests that you wish to make, click the button labeled "Checkout" and you will be asked to pay for (if applicable) and confirm the deliveries. Enter the required information for the credit card you wish for us to charge and the billing address information. Then click on the gray button labeled "Confirm Delivery".

- Once you complete checkout, Interfolio will do the rest of the work! If you wish to check on the status of our work, or to track packages, click the tab labeled “History” (this is always available in your account) to see a real-time progress report on your deliveries.

What happens to my Letters of Recommendation that are currently on file at the Career Services Office?

Career Services will maintain recommendation files established **prior to September 1, 2005** for students and graduates for 10 years following their date of graduation. As of September 1, 2005 all requests to send Letters of Recommendation are administered by Interfolio.

If you established a recommendation file prior to September 1, 2005, your documents will be forwarded to Interfolio when you complete and return the Credential File Transfer Request Form:

<http://www.trincoll.edu/depts/career/hpac/transferconsentform.PDF>. Your files are governed by federal law, The Family Educational Rights and Privacy Act (FERPA) of 1974 (OK 93-380) which states that your letters of recommendation may not be sent without your written consent. The law also provides that you must either:

- **WAIVE** your right of access to individual letters, thereby giving up your right to review them and making them *CONFIDENTIAL*; or
- **RETAIN** your right of access, thereby making the letters *NONCONFIDENTIAL* (open for your inspection).

How do I decide if I want to waive my right of access to recommendations?

Conventional wisdom has it that most graduate and professional schools greatly prefer confidential letters, those for which you have waived your right of access, because the writer may be more candid and, therefore, more helpful. Some faculty will write letters only when the student has waived right of inspection, so you should discuss this up front with the writers. However, it is your choice. FERPA further provides that once you have waived your right of access and the letter has been put on file, you may not reverse your preference.

How do I request letters from faculty and former employers?

- **Choose whom you will ask to write on your behalf.** Always choose individuals who know you well and in the manner most useful for the opportunity to which you are applying. Meet with anyone whom you have selected to write your recommendation to discuss your future plans, review your performance in a course(s) or on the job, and to define how and when you plan to use the letter. Be strategic: if you intend to go directly to graduate or professional school, think about ways that letters can add a dimension to your application; if you have no immediate plans for further study and/or your future is vague at this point, ask for a general letter which can be used a number of ways depending on how your plans evolve.
- **Prepare the writer with additional information.** Provide the writer with a copy of your transcript and your résumé. Also, be sure to provide the writer with any specific forms, questions or guidelines the program you are applying to may require.

What is my responsibility in having letters of recommendation forwarded to graduate schools or employers? How do I do this?

You are fully responsible for this. You must work with the writers to ensure timely receipt of letters and follow up with them when letters have not been submitted. You can view your Interfolio account 24/7 to check on the status of your materials. You should **always** check to confirm that your documents have been received.

Still have questions?

24/7 you can go to <http://www.interfolio.com> and access our Online Help Desk located on the left panel of every page! Or you can email us at help@interfolio.com. A Customer Service Representative can be reached at 877-77-FOLIO, Monday through Friday, 9:00 AM to 5:00 PM EST.

At Trinity College, please contact: Linda Roy, Career Services Office and Project Manager at 860-297-2080 or email career-services@trincoll.edu or fax at 860-297-5358.