

# & RESOURCES & CONTACTS

Below are useful resources and contacts for Student and Exchange Visitor Program (SEVP) stakeholders.

## Study in the States Resources

### STUDYINTHESTATES.DHS.GOV

Study in the States serves as an innovative information hub for the international student community by bringing together the various federal agencies that play a role in implementing student visa and exchange visitor programs.

#### A GUIDE TO COMPLETING THE FORM I-17

A guide for finding information on how to update various parts of the Form I-17, "Petition for Approval of School for Attendance by Nonimmigrant Student." [StudyintheStates.dhs.gov/SEVIS-Help-Hub/School-Records/School-Certification/Update-School-Information](https://StudyintheStates.dhs.gov/SEVIS-Help-Hub/School-Records/School-Certification/Update-School-Information)

#### CONFERENCES AND OUTREACH PAGE

Information about SEVP's participation in conferences, including a request form to have SEVP attend stakeholder events and an associated pre-submitted questions form, a survey to provide feedback about SEVP events, the monthly SEVP Outreach Bulletin and quarterly SEVP Spotlight newsletter, and other tools to help answer stakeholder questions. [StudyintheStates.dhs.gov/Conferences](https://StudyintheStates.dhs.gov/Conferences)

#### STEM OPT HUB

Information about the rule to assist school officials, F-1 students and interested employers. [StudyintheStates.dhs.gov/STEM-OPT-Hub](https://StudyintheStates.dhs.gov/STEM-OPT-Hub)

#### SEVP PORTAL HELP SECTION

A section with resources to help students navigate the SEVP Portal and help school officials understand how the portal works with the Student and Exchange Visitor Information System (SEVIS). [StudyintheStates.dhs.gov/SEVP-Portal-Help](https://StudyintheStates.dhs.gov/SEVP-Portal-Help)

#### SEVP SCHOOL CERTIFICATION LIFE CYCLE

A step-by-step guide to the SEVP certification process for schools and programs in the United States, including initial certifications, filing documents, recertification and more. [StudyintheStates.dhs.gov/Guides/SEVP-School-Certification-Life-Cycle](https://StudyintheStates.dhs.gov/Guides/SEVP-School-Certification-Life-Cycle)

#### SEVP WEBINARS

SEVP hosts webinars with other U.S. Department of Homeland Security (DHS) components on Study in the States to educate stakeholders on various program topics and international education. [StudyintheStates.dhs.gov/Stakeholder-Webinars](https://StudyintheStates.dhs.gov/Stakeholder-Webinars)

#### I-901 PAYMENT VIDEO

This video provides an overview of the payment process for paying the I-901 SEVIS Fee on [FMJFee.com](https://FMJFee.com) after students receive acceptance to an SEVP-certified school. [StudyintheStates.dhs.gov/I-901-SEVIS-Fee-Payment-Tutorial-Video](https://StudyintheStates.dhs.gov/I-901-SEVIS-Fee-Payment-Tutorial-Video)

#### SEVIS HELP HUB

Information about the current Student and Exchange Visitor Information System (SEVIS), as well as upcoming enhancements and available resources. [StudyintheStates.dhs.gov/SEVIS-Help-Hub](https://StudyintheStates.dhs.gov/SEVIS-Help-Hub)

#### STUDY IN THE STATES BLOG

A blog with news and insights for international students and school officials about studying in the United States. [StudyintheStates.dhs.gov/Blog](https://StudyintheStates.dhs.gov/Blog)

#### INITIAL FORM I-20 VIDEO

A video demonstration on the SEVIS Help Hub showing how to create a student record in SEVIS and how to issue a Form I-20, "Certificate of Eligibility for Nonimmigrant Student Status." [StudyintheStates.dhs.gov/Assets/Tutorials/Create-Initial-Form-I-20/Story\\_Html5.html](https://StudyintheStates.dhs.gov/Assets/Tutorials/Create-Initial-Form-I-20/Story_Html5.html)



# ICE.gov Resources

## ICE.GOV

The mission of ICE.gov/SEVP is to communicate the program's rules and regulations to SEVP-certified schools and F and M students in an effort to help them maintain their certification and status in SEVIS.

### ICE.GOV/SEVP SCHOOLS RESOURCES PAGE

Resources for SEVP-certified schools ranging from all policy guidance documents and information to emergency information.  
[ICE.gov/SEVIS/Schools](https://ice.gov/SEVIS/Schools)

### SEVIS REPORTING REQUIREMENTS FOR DSOS

Information regarding SEVIS reporting requirements, associated time limits and automatic SEVIS functions.  
[ICE.gov/SEVIS/DSO-Requirements](https://ice.gov/SEVIS/DSO-Requirements)

### SEVIS LOGIN PAGE

Entrance page for accessing SEVIS.  
[sevis.ice.gov](https://sevis.ice.gov)

## Contact Information

These contacts are available to assist with questions, comments and concerns regarding the international student process.

### U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)

Answers questions regarding employment, e-Verify, USCIS ELIS, changing visa status, or other USCIS policies and procedures. Customers can access automated information through a menu of options 24 hours a day, seven days a week. During regular business hours, customers who need more information or assistance can be transferred to a customer service representative. If you contacted the USCIS Contact Center to make a case inquiry and have not received a response within 30 days, submit an online request or call the USCIS Contact Center to have your inquiry elevated.

**USCIS Contact Center Phone**  
1-800-375-5283

**Online Request Form:**  
[egov.uscis.gov/e-request/Intro.do](https://egov.uscis.gov/e-request/Intro.do)

### HSI TIP LINE

To report potential noncompliance issues.  
1-877-4-HSI-TIP  
[ICE.Gov/Tips](https://ICE.Gov/Tips)

### SEVIS TECHNICAL FEEDBACK TEAM

Assists with SEVIS functionality problems, batch issues and suggested system improvements.  
[SEVISTechnicalFeedback@ice.dhs.gov](mailto:SEVISTechnicalFeedback@ice.dhs.gov)

### U.S. DEPARTMENT OF STATE

Assists with information regarding all aspects of student visa requirements and associated processes, the J-1 visa program and Department of State

supported network of hundreds of advising centers around the world.  
[travel.state.gov/](https://travel.state.gov/)  
[J1visa.state.gov/](https://J1visa.state.gov/)  
[educationusa.info/](https://educationusa.info/)

### U.S. CUSTOMS AND BORDER PROTECTION (CBP)

Assists with questions for students about entering the United States, secondary inspection, Form I-94, "Arrival/Departure Record," or other CBP policies and procedures.

**Question and Answer tool:**  
[help.cbp.gov/](https://help.cbp.gov/)

**I-94 Resource:**  
[i94.cbp.dhs.gov](https://i94.cbp.dhs.gov)

**CPB Info Center:**  
1-877-CBP-5511

### FORM I-515A, "NOTICE TO STUDENT OR EXCHANGE VISITOR"

Students who arrive at the U.S. port of entry without all of their required documents, or with unsigned or missing information, may be issued a Form I-515A for temporary admission. Direct questions about the Form I-515A to the email address below and mail completed documentation to the mailing address listed to the right.  
[SEVIS.I-515@ice.dhs.gov](mailto:SEVIS.I-515@ice.dhs.gov)

**Student and Exchange Visitor Program**  
**ATTN: SEVIS/I-515A Processing**  
**Team DHS/ICE**  
500 12th Street SW STOP 5600  
Washington, D.C. 20536-5600

### SEVP RESPONSE CENTER

Assists with all SEVP-related questions, including general questions on how to use SEVIS, as well as SEVIS data fixes and correction requests.

**Phone:**

800-892-4829  
703-603-3400

Hours are Monday through Friday, 8 AM to 6 PM ET, except holidays.

**Email:**

[SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov)  
(general)  
[SEVISHelpDesk@ice.dhs.gov](mailto:SEVISHelpDesk@ice.dhs.gov)  
(technical)

### I-901 SEVIS FEE CONTACT

Assists with all questions regarding the I-901 SEVIS Fee and payment process.  
[FMJFee.SEVIS@ice.dhs.gov](mailto:FMJFee.SEVIS@ice.dhs.gov)  
1-703-603-3400

### J VISA CONTACT

Assists with all questions regarding J visas.  
[JVisas@state.gov](mailto:JVisas@state.gov)

### SEVP SCHOOL CERTIFICATION

Assists with all certification, recertification and update questions.  
[SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov)  
703-603-3400