

& 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

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

STEM OPT HUB

Information about the rule to assist school officials, F-1 students and interested employers.
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

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

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

I-901 PAYMENT VIDEO

This video provides an overview of the payment process for paying the I-901 SEVIS Fee on FMJFee.com after students receive acceptance to an SEVP-certified school.
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

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

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



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

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

ICE TIP LINE

To report potential noncompliance issues.
1-866-DHS-2-ICE
ICE.Gov/Tips

SEVIS TECHNICAL FEEDBACK TEAM

Assists with SEVIS functionality problems, batch issues and suggested system improvements.
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/
J1visa.state.gov/
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/

I-94 Resource:
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

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
(general)
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
1-703-603-3400

J VISA CONTACT

Assists with all questions regarding J visas.
JVisas@state.gov

SEVP SCHOOL CERTIFICATION

Assists with all certification, recertification and update questions.
SEVP@ice.dhs.gov
703-603-3400

