



U.S. Immigration
and Customs
Enforcement

- Welcome to today's SEVP Ask the Experts Webinar
- The webinar will begin promptly at 2 p.m. EST
- Audio will stream through your computer speakers
- Please take a moment to answer the poll questions on your screen

SEVP
STUDENT AND EXCHANGE VISITOR PROGRAM

SEVP Ask the Experts Webinar

Get to Know the SEVP Response Center | Feb. 28, 2018, 2 p.m. EST



U.S. Immigration
and Customs
Enforcement

SEVP
STUDENT AND EXCHANGE VISITOR PROGRAM

SEVP Ask the Experts Webinar

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Housekeeping Notes

- **Download items in the Webinar Resources pod**
 - Hyperlink appendix
 - Presentation PDF
 - Glossary
- **Have questions about SRC?**
 - Submit questions throughout the webinar using the Questions for SEVP and Technical Difficulties pod
- **Experiencing technical difficulties?**
 - Provide a description of the issue through the Questions for SEVP and Technical Difficulties pod
- **Webinar recording and resources available after event**

Presentation Overview

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HELPFUL RESOURCES

Provide feedback on this presentation at

StudyintheStates.dhs.gov/Survey

Today's Presenters

Sidney Wynn

Acting Section Chief

SRC

Bryan Newman

Level I

SRC

Kevin Overstreet

Level II

SRC

Marissa Tinsley

Moderator

Ask the Audience



Contacting
SRC

Have you contacted SRC in the past six months for an SEVP-related issue?

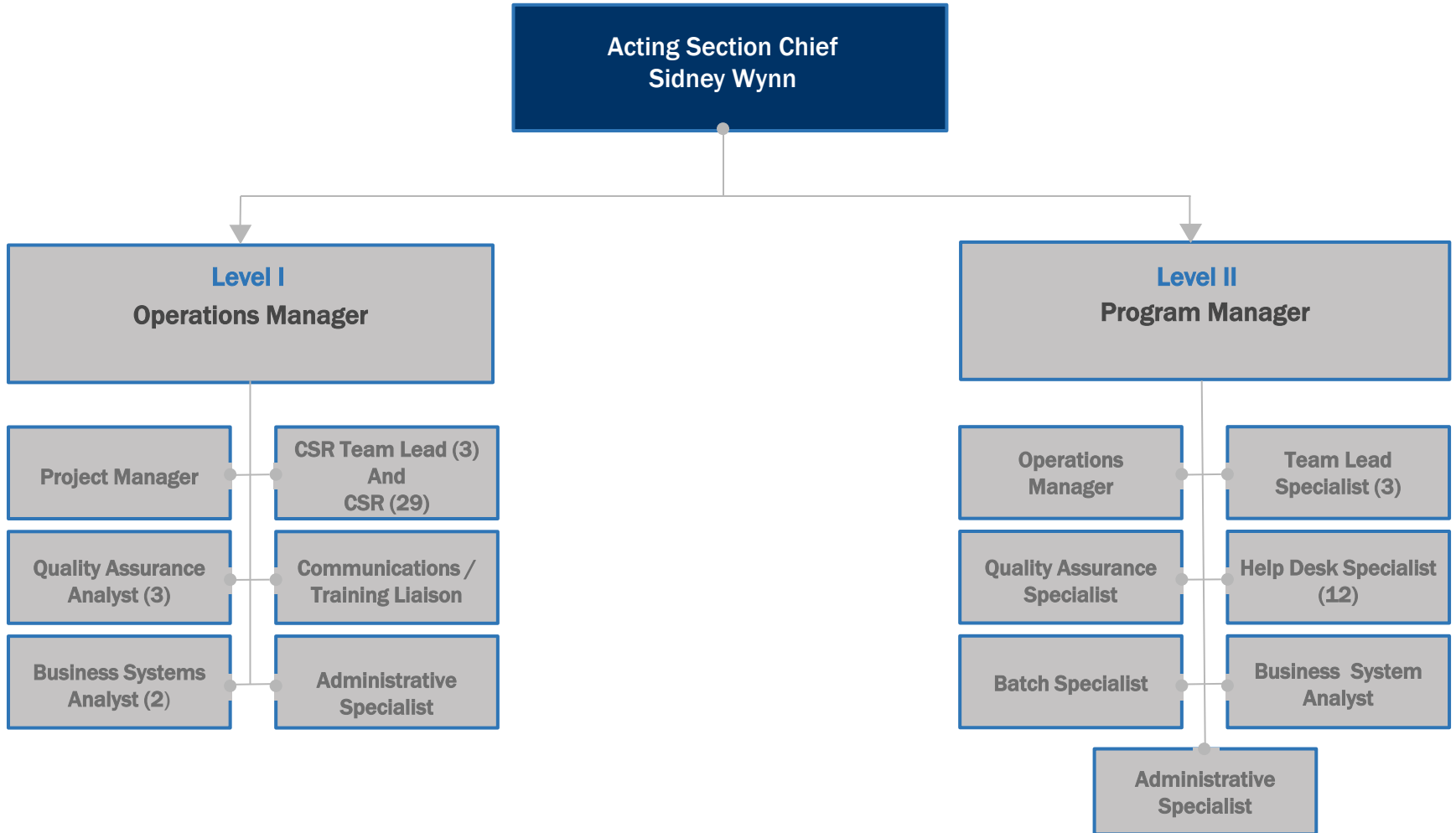
Select a response

SRC OVERVIEW

What is SRC?

- **Dedicated call center to respond to stakeholder inquiries**
 - SEVP is fully committed to answering stakeholder questions
- **SEVP stakeholders**
 - F and M students
 - J exchange visitors
 - PDSOs and DSOs
 - AROs and ROs
 - Government officials
 - Academic associations
 - General public

SRC Organization



SRC Organization

Level I and Level II

- **Level I**
 - Responds to all calls and emails
 - With exception of SEVIS correction requests or Data Fix Tickets
- **Level II**
 - Processes requests that require change to SEVIS data
 - Correction requests and data fixes
 - Provides analysis to SEVP units for adjudication purposes

SRC Training

Introductory Training

- Comprehensive training upon joining SRC
- Initial training is continuously enhanced
- Training topics:
 - Contact center operations
 - Student and school experience
 - SEVP regulations
 - Soft skills

SRC Training

Ongoing Training

- **Training from SEVP adjudicators**
 - Increase knowledge of SEVP school certification process
 - Open door policy
- **Scenario-based training**
 - Based on monthly metrics and frequently asked questions
- **U.S. Department of State coordination**
 - Representative on-site once a week
- **SEVP field representative ride-along visits**
 - School visit observations

Pre-submitted Question



SRC Staff Training

How does SRC staff prepare for significant changes, such as major changes to SEVIS or new regulations?

SRC STATISTICS AND TRENDS

SRC by the Numbers



10,800 PHONE CALLS
per month



4,300 EMAILS
per month

6,000+ DATA REQUESTS
per month

Pre-submitted Question



Average
Response Times

What is the average response time for email inquiries?

Frequently Asked Questions

- How can I get my SEVIS account unlocked?
- Can you assist with changing the status on student's SEVIS record?
- How long will it take to adjudicate my school's Form I-17 update? How long does the recertification process take?
 - Please note: SRC is unable to respond to questions about SEVP certification processing times

CONTACTING SRC

Ask the Audience



Contacting
SRC

What is your primary method of contacting SRC?

Select a response

Who to Contact

SRC Phone Numbers

703-603-3400

800-892-4829

Who to Contact

SRC Email Addresses

SEVP@ice.dhs.gov

SEVISHelpDesk@ice.dhs.gov

SEVIS.Batch@ice.dhs.gov

DMVSSA.SEVP@ice.dhs.gov

When to Contact

Busy Periods

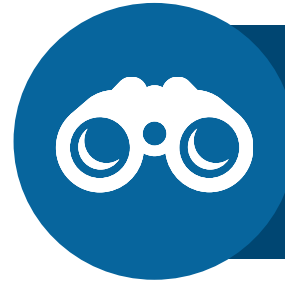
- **The busiest times for calls are:**
 - Monday through Wednesday
 - Early morning (8:30–10 a.m. ET)
 - Lunchtime (11:30 a.m.–1 p.m. ET)
 - Closing (4:30–6 p.m. ET)

SRC hours of operation are 8 a.m. to 6 p.m.
Monday through Friday, except federal holidays

Tips

Provide All Necessary Information

- SEVP staff requires the following information to triage a request:
 - First and last name
 - School name or SEVIS ID
 - If questioner is a student or DSO
 - If applicable, whether student in question is located inside or outside the United States
- Provide specific details about the situation, if necessary



TIPS FOR DSOs:

Provide this information via email or at the start of a call

Tips

Ask the Same Question Each Time

- **Be consistent in wording questions**
 - Minor differences in phrasing can lead to different response
- **Ask same the question to all SEVP staff to ensure a consistent answer**
 - SRC
 - SEVP field representatives
 - SEVP representatives at a conference, webinar or stakeholder event



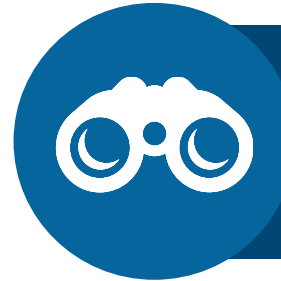
TIPS FOR DSOs:

Write down your question to ensure you ask consistently

Tips

Prepare For Your Call

- Listen to all phone menu options before making a selection
 - Ensures call is routed to the appropriate representative
- Request SRC staff send the question response via email
 - Reference answer in the future
 - Retain for record keeping purposes



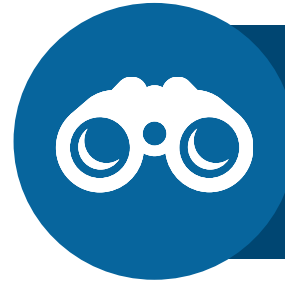
TIPS FOR DSOs:

Check SEVP's resources if you experience an extended call wait time

Tips

Let Your Students Know About SRC

- **SRC answers questions from prospective and current international students**
 - Paying the I-901 SEVIS Fee
 - Maintaining student status
 - School closures
 - Responding to the Form I-515A
 - International travel
 - Problems with DSOs
- **Students should contact their DSO for:**
 - SEVIS issues, including pending data fixes and correction requests
 - Pending or adjudicated benefits



TIPS FOR DSOs:

Include SRC contact information as part of your school's welcome package

Ask the Audience



Recommending SRC to Students

DSOs: Do you recommend SRC as a resource to prospective or current international students?

Select a response

CORRECTION REQUESTS

Ask the Audience



Correction Requests

Have you submitted a correction request through SRC?

Select a response

Correction Request Process

Correction Requests Requiring SRC Review

- **Correction requests requiring SRC review:**
 - Change to program dates
 - Change student status
 - Change to SEVIS status of USCIS request
 - Change termination reason
- **Contact SRC to open a Data Fix Ticket for:**
 - Other complicated requests

Learn more on the Correction Requests Overview page
in the SEVIS Help Hub

Correction Request Process

Submitting a Correction Request

- **Submit request through SEVIS**
 - Each correction request receives a unique number
- **Upload necessary evidence**
 - Evidence may include:
 - Explanation from DSO
 - Student documentation
 - Two options for submitting evidence in SEVIS:
 - Corrections Management page
 - Submit Successful page
- **DSOs can manage correction requests after submission**



TIPS FOR DSOs:

Maintain good records in the student's file when correcting SEVIS data

Uploading Evidence in SEVIS

What DSOs Need to Know

- Documents cannot be encrypted or password protected
 - Single document size cannot exceed 10 MB
 - File name cannot exceed 60 characters
- Once uploaded to SEVIS, evidence cannot be deleted
- Label and store copies of uploaded evidence in a safe location for future reference
 - DSOs can only view a list of evidence uploaded to SEVIS

View step-by-step instructions for uploading evidence
in the SEVIS Help Hub

StudyintheStates.dhs.gov/SEVIS-Help-Hub

Correction Request Process

SRC Resolution

- Correction request assigned to/chosen by SRC analyst
- SRC analyst evaluates correction request
 - Analyst may send request for information in SEVIS
 - SEVIS emails PDSO and DSO that submitted correction request
- Correction request approved or denied in SEVIS
 - SEVIS emails PDSO and DSO that submitted correction request



DID YOU KNOW?

SRC completes most standard correction requests within 10 business days

Request Expedite

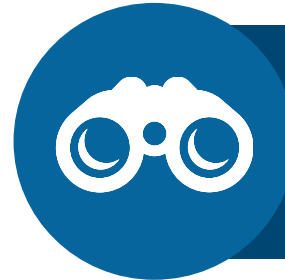
Situations for Expedited Correction Requests

- Student will arrive in the United States within 30 days
- Student has Form I-515A due within 30 days
- Student needs a visa to travel to United States
- Student cannot obtain benefits, including:
 - Driver's license
 - Social Security card
- USCIS Service Center RFE for:
 - Employment
 - Change of status
 - M-1 extension requests

Request Expedite

Submitting an Expedited Request

- **To submit a request:**
 - Click Request Expedite in the Existing Correction Requests section
 - Enter reason in the Expedite Request comment field
 - Click submit
 - Message confirms successful submission of the expedited request
- No longer required to provide explanation on school letterhead
- For students with no port of entry information, provide a copy of the student's visa



REMEMBER:

DSOs may only request expedited processing once per correction request

PLANNED ENHANCEMENTS

System Update

Phase I and Phase II

- Phase I and Phase II implemented in 2017
- Phase I: System upgrade
 - Enhance stability, sound quality and connectivity
 - Add multimedia and other features in the future
- Phase II: SRC Inquiry Management Application
 - Implementation of Microsoft Dynamics
 - Improve SRC workflows

System Update

Phase III and Phase IV

- **Phase III: Interactive voice response**
 - Greater management and reporting capability
 - Callback assist
- **Phase IV: Further enhancements**
 - Chat and SMS messaging

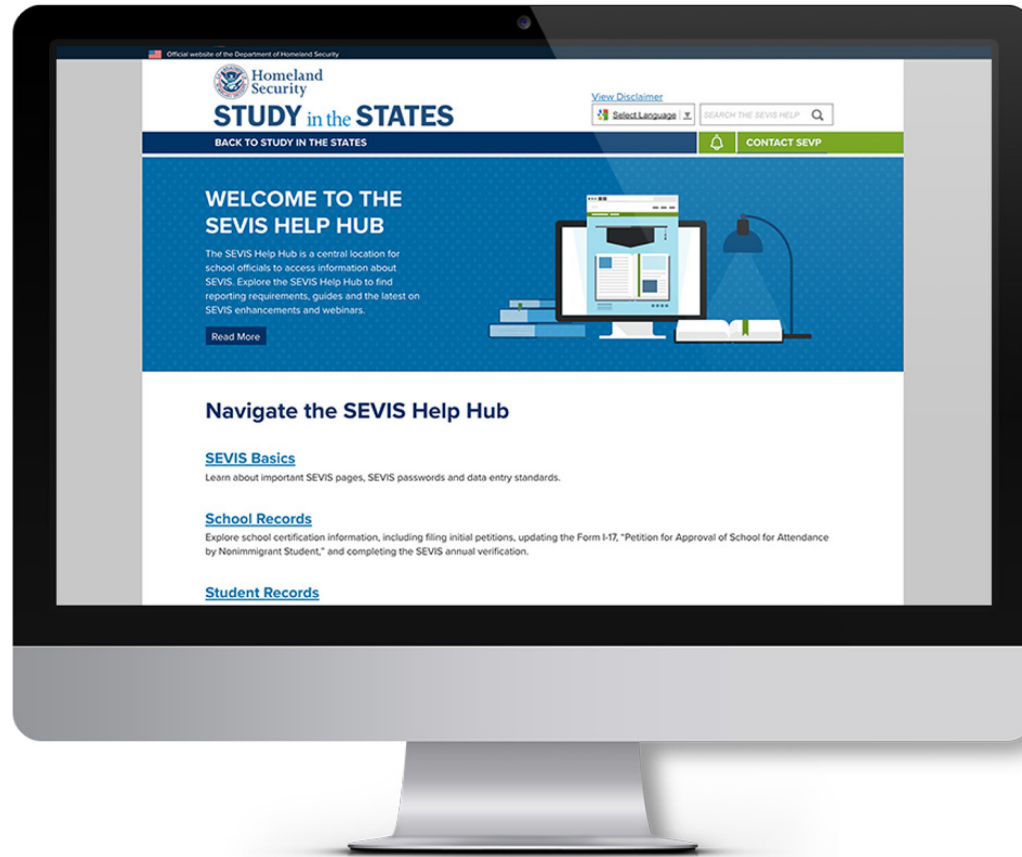
HELPFUL RESOURCES

Ask a Question Tool



StudyintheStates.dhs.gov/Frequently-Asked-Questions

SEVIS Help Hub



StudyintheStates.dhs.gov/SEVIS-Help-Hub

Engage with SEVP

Stay Connected



KEY NEWS AND CONTENT

StudyintheStates.dhs.gov/Blog

Publications

SEVP Spotlight

SEVP Outreach Bulletin



ENGAGE THROUGH CONFERENCES

Fill out the SEVP Event
Request Form at

StudyintheStates.dhs.gov/Conferences



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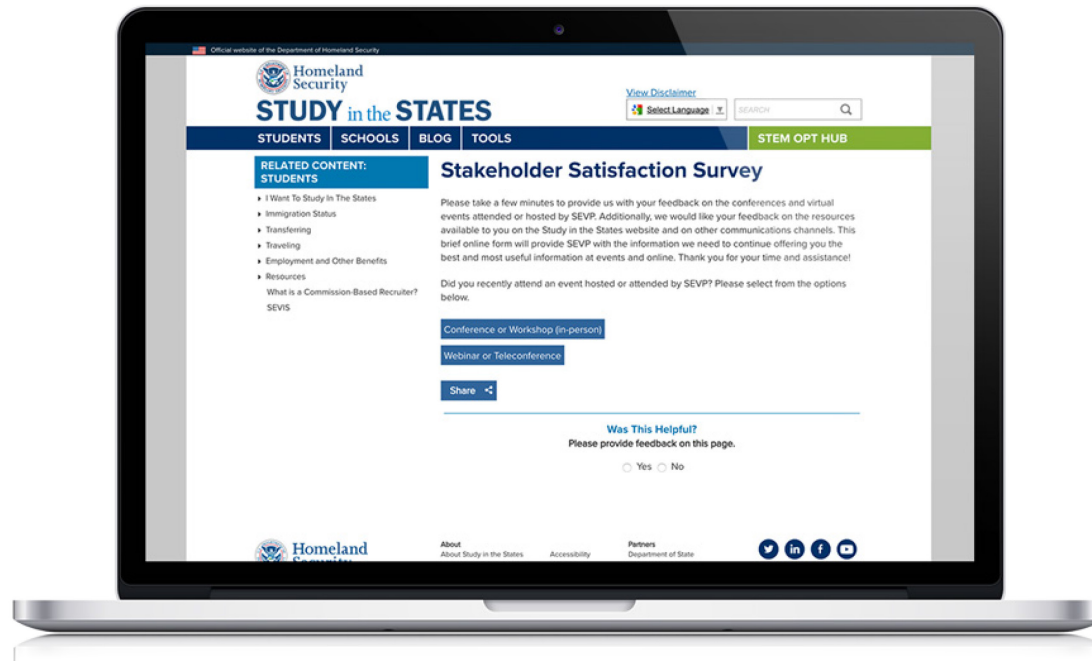
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Linkedin.com/Company/Student-and-Exchange-Visitor-Program

SEVP Values Your Feedback

- Provide feedback on this conference presentation
- Comments reviewed throughout the year



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SEVP Contact Information



PHONE

703-603-3400

800-892-4829



EMAIL

Case-specific questions

SEVP@ice.dhs.gov

Technical issues

SEVISHelpDesk@ice.dhs.gov

Monday through Friday, 8 a.m. to 6 p.m. ET, except federal holidays

Additional contact information at StudyintheStates.dhs.gov/Contact-Us

Contact your local SEVP field representative for questions about SEVP policies, processes and updates

QUESTION AND ANSWER SESSION

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- Please take a moment to complete our feedback polls

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