

& DSO RESOURCES CONTACTS

Below are useful Student and Exchange Visitor Program (SEVP) resources and contacts for designated school officials (DSOs) to use and reference on a daily basis.

Reminder: SEVP field representatives are a key resource for SEVP-certified schools. DSOs should contact their assigned field representative for clarification on general topics. SEVP field representatives serve as day-to-day liaisons between you and SEVP.

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/Learn-More/SEVIS-Enhancements/SEVIS-Release-629-Planning-Guide

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

DRAFT & INTERIM FINAL GUIDANCE PAGE

A resource page that explains SEVP draft and interimfinal guidance, and provides stakeholders the ability to provide feedback on guidance (where applicable) during open comment periods.

StudyintheStates.dhs.gov/SEVP-Guidance-for-Comment

SEVP 101 VIDEO

A video that explains how SEVP supports the U.S. Immigration and Customs Enforcement (ICE), and Homeland Security Investigations' mission to support and protect national security.

StudyintheStates.dhs.gov/2014/01/SEVP-101

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 TUTORIAL

This tutorial teaches users each step of the payment process for paying the I-901 SEVIS Fee after students receive acceptance to an SEVP-certified school.

StudyintheStates.dhs.gov/I-901-SEVIS-Fee-Payment-Tutorial

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 daily blog with news and insights for international students and school officials about studying in the United States.

StudyintheStates.dhs.gov/Blog



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.

DSO TRAINING

SEVP's online training course for DSOs.

[ICE.gov/Exec/Training/Login.asp](https://ice.gov/Exec/Training/Login.asp)

SEVIS LOG-IN PAGE

Entrance page for accessing SEVIS.

egov.ice.gov/SEVIS

ICE/SEVP SCHOOLS RESOURCES PAGE

Resources for SEVP-certified schools ranging from all final and interim final 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)

Contact Information

These contacts are available to assist DSOs 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, 7 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 National Customer Service Center with a case related inquiry and you have not received a response after 30 days, you may email the appropriate USCIS Service Center with your inquiry.

National Customer Service Center

1-800-375-5283

USCIS Service Centers

California Service Center:

CSC.Schools@uscis.dhs.gov

CSC.StudentEAD@uscis.dhs.gov

(EAD issues only)

Potomac Service Center:

PSC.StudentEAD@uscis.dhs.gov

Texas Service Center:

TSC.Schools@uscis.dhs.gov

Vermont Service Center:

VSC.Schools@uscis.dhs.gov

VSC.StudentEAD@uscis.dhs.gov

(EAD issues only)

HSI TIP LINE

To report potential non-compliance issues.

1-866-347-2423

[ICE.Gov/Tips](https://ice.gov/Tips)

SEVIS TECHNICAL FEEDBACK TEAM

Assists with SEVIS functionality problems 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/](https://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/

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

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

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

212-620-3418

J VISA CONTACT

Assists with all questions regarding J visas.

JVisas@state.gov

SEVP SCHOOL CERTIFICATION

Assists with all certification, recertification and update questions.

SchoolCert.SEVIS@ice.dhs.gov

703-603-3400

Student and Exchange Visitor Program

ATTN: SEVIS/I-515A Processing Team DHS/ICE

500 12th Street SW STOP 5600
Washington, D.C. 20536-5600

