



SEVP Ask the Experts Webinar: What DSOs Need to Know about Record Keeping June 2018 Webinar Script

Slide 1: Pre-webinar Title Slide

[Adobe Connect room opens approximately 15 minutes prior to webinar. Slide 1 displays until the start of the webinar]

Slide 2: Webinar Title Slide

MARISSA:

- Thank you for tuning in to today's SEVP Ask the Experts Webinar: What DSOs Need to Know about Record Keeping. I'm Marissa Tinsley and I'll be your moderator for today's webinar.
- We're going to begin with a brief presentation before taking live questions from the audience. If you have not done so, please complete the poll questions on your screen, including the webinar attendance poll.
 - There will be a few polls throughout this presentation to gauge your insight on topics related to international student and SEVP-certified school record keeping and reporting requirements.
 - We'll use your feedback from these polls to enhance our existing resources, inform our future conference presentations, and develop new Study in the States content.



Slide 3: Housekeeping Notes

MARISSA:

- Let's start with several housekeeping notes. Please take a minute to download the hyperlink appendix located in the Webinar Resources pod at the bottom of the screen.
 - The hyperlink appendix has links to the webpages and email addresses that we'll mention during this presentation. There is also a PDF copy of today's presentation and a glossary of key terms.
- Do you have questions about record keeping and reporting requirements? Please submit those questions throughout the webinar using the Questions for SEVP and Technical Difficulties pod on your screen.
- We'll address pre-submitted questions from stakeholders throughout this presentation. I want to take a moment and thank everyone that submitted their questions before the webinar—we really appreciate it.
- We'll take your live questions at the end, but please keep in mind that we won't be able to answer any of the following questions:
 - SEVIS technical functionality, and
 - Case-specific questions.
- If you're experiencing technical issues, please provide a brief description of the issue through the Questions for SEVP and Technical Difficulties pod. We'll do our best to address the situation for you.
- Finally, a copy of the webinar recording and the resources I just mentioned will be available on Study in the States after the event. You can access the recording through the Stakeholder Webinars page. We ask that you please share this page with any of your colleagues unable to join the webinar today.

Slide 4: Presentation Overview

MARISSA:

- Moving on, this presentation is going to cover:
 - An overview of record keeping and reporting requirements,
 - Student record keeping and reporting,



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- School record keeping and reporting,
 - Best practices, and
 - Helpful resources available on Study in the States.
- Additionally, there will be polls at the end of the presentation to get your feedback about this webinar. As always, we use your feedback to improve our webinars, in-person conference presentations and Study in the States resources.

Slide 5: Presenters

MARISSA:

- And with that, I'll let our presenters introduce themselves!

MIKE:

- Good afternoon, I'm Mike Hallanan and I'm an SEVP policy analyst.

PENNY:

- Hi everyone, I'm Penny Sgardelis and I'm an adjudicator with the School Certification Unit.

RYAN:

- Good afternoon, I'm Ryan Broadwater and I'm an adjudicator with the SEVP Analysis and Operations Center.

JOHN MARK:

- Hello, I'm John Mark Jones. I'm the SEVP field representative for Territory 44, which includes northern Virginia, Washington D.C. and West Virginia.

Slide 6: Ask the Audience—Today's Audience

MARISSA:

- Thanks everyone! I'd like to begin with a poll question to get a sense of who's in the audience. We'd like to know: What is your current position? Are you a DSO, PDSO or school administrator? Please select a response from the options



provided on your screen. If you'd like to provide additional insight, you can do so through the comment box next to the question.

- It looks like our audience is pretty much split between DSOs and PDSOs, with a couple of admission officers also tuning in. Thank you all for joining. With that, I'll hand it over to Mike to kick us off.

Slide 7: Record Keeping & Reporting Overview

MIKE:

- Thanks, Marissa. This section provides an overview of record keeping and recording requirements, including:
 - Federal regulation related to record keeping and reporting requirements for SEVP-certified schools,
 - What DSOs need to know about record keeping and reporting requirements, and
 - Consequences of failing to maintain international student records and report information to SEVP.

Slide 8: Regulatory Requirements—8 CFR 214.39(g)

MIKE:

- Why is understanding federal record keeping and reporting requirements important to SEVP-certified schools? First, as a PDSO or DSO, you agree to adhere to federal record keeping and reporting requirements as part of the initial SEVP certification process. Additionally, a review of record keeping and reporting is a part of the recertification process, which we'll get into later.
- Federal regulation requires DSOs to:
 - Keep student and school records up to date, most importantly:
 - The student's SEVIS record, and
 - The school's Form I-17.
 - Report changes to student and school information to SEVP within 21 days. We'll explain this later in the presentation.



- Remember: stakeholders can access federal regulations pertaining to international students and SEVP-certified schools at [ICE.gov/SEVIS/Schools](https://ice.dhs.gov/SEVIS/Schools).

Slide 9: Regulatory Requirements—What DSOs Need to Know

MIKE:

- SEVP-certified schools may have their own internal policies for record keeping and reporting. However, these policies should be in accordance with SEVP’s federal regulations at 8 CFR 214.3(g).
- Schools may keep additional information not required for entry in SEVIS in their own record keeping or file system. This additional information may include items such as student transcripts, an acceptance letter, etc.

Slide 10: Regulatory Requirements—What DSOs Need to Know

MIKE:

- What you as DSOs need to know about record keeping and reporting:
 - First, SEVP only accepts electronic records. DSOs cannot fax or mail paper records to SEVP.
 - Second, concerning paper vs. electronic records for schools: DSOs must enter information marked with an asterisk in SEVIS. For all other student-related information, SEVP does not specify whether DSOs should store records in paper or electronic form. You should comply with their school’s policy for record keeping. However, student and school records must be accessible to DSOs, and DSOs must be able to produce student and school records upon DHS request.



Slide 11: Ask the Audience—Record Keeping and Reporting Policies

MARISSA:

- Thanks, Mike. I'd like to pause briefly for another poll question. We want to know: Does your school have its own policy for student records and reporting requirements? Select an option on your screen and, as always, provide any additional information in the comment box.
- The overwhelming majority of you are saying yes, you already have a record keeping policy in place. That's great to see. A few responses indicate that their schools do not have a policy, and a few comments note that their school will consider a policy after today's webinar, which is great to hear.
- With that question out of the way, I'll hand it over to Ryan!

Slide 12: Regulatory Requirements—Compliance

RYAN:

- Let's look at what happens if your school fails to comply with record keeping requirements. Failure to adhere to federal record keeping and reporting requirements may result in:
 - Issuance of a Remedial Action Plan, or RAP. These notices are sent via an SEVP email and will note your school's SEVIS deficiency or noncompliance with federal regulations. The RAP will provide instructions for rectifying these areas of noncompliance. Common SEVIS issues that can result in a RAP include:
 - Incorrect birth dates that reflect the current education level,
 - Incorrect education levels listed on the Form I-20, and
 - Typos on student records.
 - Additionally, failure to adhere to record keeping and reporting requirements may result in issuance of a Notice of Intent to Withdrawal, or NOIW. This notification is also sent via an SEVP email and outlines allegations of noncompliance, a time frame for the school's response,



- and how the school can respond. The NOIW will also discuss the school's rights and process for failing to respond or overcome allegations.
- Finally, in extreme cases, failure to adhere to federal requirements may result in withdrawal of a school's SEVP certification.

Slide 13: Student Records & Reporting

MIKE:

- This next section discusses record keeping and reporting for international student records, including:
 - Documents DSOs should retain in a student's record,
 - Timelines for reporting changes to student information to SEVP,
 - Student registration and reporting reminders, and
 - Special considerations for student record keeping and reporting.

Slide 14: Student Records—Overview

MIKE:

- Student SEVIS records are living documents. The record is maintained by both the student and DSO while the student is studying in the United States and during any subsequent training opportunities.
- SEVP-certified schools are required to retain student records. Federal regulation requires SEVP-certified schools to retain student records for three years after the student completes their course of study at the school.

Slide 15: Pre-submitted Question—Record Retention

MARISSA:

- Thanks, Mike. Let's pause for a pre-submitted question about record retention requirements. So, Mike, our question is: Does post-completion OPT or STEM OPT impact these record retention requirements?



MIKE:

- Absolutely! For OPT and STEM OPT students, schools must maintain student records for three years beyond the student’s employment authorization. A student’s F-1 status is extended during OPT, and, as such, record keeping and retention requirements are extended as though this were an extension of the student’s program end date.
- Remember, a DSO’s recommendation of OPT—including STEM OPT—is at the school’s discretion. When recommending a student for these opportunities, DSOs accept all record keeping and reporting responsibilities for the duration of the student’s employment authorization.

Slide 16: Prospective Students—Record Keeping—Initial Documents

MIKE:

- Let’s talk about prospective students. Record keeping begins when a school offers acceptance to an international student. Before issuing Forms I-20, DSOs should collect and retain copies of the following:
 - The student’s written application,
 - Proof of student’s acceptance to the school,
 - Student’s transcripts,
 - Proof of student’s financial ability to pay, and
 - Any other supporting documents that the school reviewed as part of determining the student’s qualifications for enrollment.
- SEVP may request these documents to perform certain actions on student records, such as manual student transfers.



Slide 17: Prospective Students—Record Keeping—Initial Documents

MIKE:

- There are other documents that SEVP also recommends schools retain, in addition to the ones noted on the previous slide. These documents include the student's:
 - Passport,
 - F-1 or M-1 visa,
 - Form I-94, and
 - Copy of the signed Form I-20.
- Collecting these documents helps to ensure correct entry of information into SEVIS and verify that the student enters the United States in correct status.

Slide 18: Pre-submitted Question—Student Records

MARISSA:

- Alright, let's pause for another pre-submitted question related to student records. The question is: Are DSOs required to make copies and keep a record for each time a DSO provides a travel signature to a student?

MIKE:

- So, this action is not required by federal regulation. But, as a best practice, SEVP recommends that DSOs retain copies of Forms I-20 in the student's record. Again, there is no obligation for DSOs to retain these records.
- Remember, receiving proper travel authorization is the student's responsibility. Students must ensure proper authorization prior to departing the United States.



Slide 19: Pre-submitted Question—EAD Cards and Record Keeping

MARISSA:

- Thanks, Mike. We have another pre-submitted question related to student record keeping requirements. Does federal regulation require DSOs to keep a copy of a student’s EAD card in their record? If so, how long should DSOs retain this item in the student’s record?

MIKE:

- There is no need for a DSO to retain copies of EAD cards in a student’s record. USCIS transmits employment authorization information to SEVIS from CLAIMS, the USCIS database. Therefore, the student’s employment information is verifiable both in SEVIS and CLAIMS. However, as a best practice, DSOs may choose to retain these items in the student’s record.

Slide 20: Updates to Student Information—Reporting Timelines

MIKE:

- As noted earlier, federal regulation requires DSOs to report changes to student information to SEVP within 21 days of the change. Students must report certain changes to their DSO within 10 days of the change, including:
 - Change in physical address and/or mailing address, and
 - Change to their legal name.
- Remember: DSOs should encourage students to stay in close contact to report changes in their information. It is important to establish open lines of communication between DSOs and international students to ensure effective communication and reporting.



Slide 21: Reporting Events on the Form I-20

RYAN:

- The graphic on this slide provides an overview of reporting events on the Form I-20. DSOs are responsible for reporting changes to student information, including:
 - Any employment opportunities, including practical training opportunities available to international students in the United States;
 - Regular events, including registering, terminating or canceling student records;
 - Educational program events, including authorizing a reduce course load, change in education level, program completion or transfer; and
 - Irregular events, including record termination or disciplinary action taken by a school. We'll go into this a little bit later in the presentation.
- This graphic is accessible in the Study in the States Resource Library. You can find a link to it in your hyperlink appendix.

Slide 22: Student Registration—Deadlines

RYAN:

- DSOs must report the following within 30 days of the Initial Session Start Date in SEVIS:
 - Initial students reporting,
 - Initial student records for F-1 or M-1 transfers, and
 - Nonimmigrant changing to F-1 or M-1 status.
- Additionally, DSOs must report within 30 days of the start of each session any Active students reporting for the term or semester. DSOs must report whether an Active student arrived at the school and enrolled in classes.
- SEVIS automatically updates student records if DSOs do not complete certain required actions within the legal time limit. Automatic functions in SEVIS are primarily tied to student registration, transfer and completion of a program of study.



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- Remember: DSOs should be aware of the consequences of failing to maintain student records, as it may impact student’s nonimmigrant status and access to benefits while in the United States.

Slide 23: Student Registration—Failure to Report

RYAN:

- If a student does not report to a school within 30 days, DSOs must either cancel the student’s SEVIS record—if a DSO cannot verify in SEVIS that the student was admitted into the United States to attend that school—or terminate the student’s SEVIS record for reason of No Show.
- For help with SEVIS registration, DSOs can visit the SEVIS Help Hub at StudyintheStates.dhs.gov/SEVIS-Help-Hub.

Slide 24: Student Registration Reminders—Register Students Twice Each Year

Ryan:

- DSOs are required to register students engaged in a full course of study at least twice each academic year. DSOs must register students for every academic session, including quarters, trimesters and semesters. For schools with fall and spring sessions, DSOs must report student enrollment at the start of both sessions. DSOs should change the session end date from a full year to less than 183 days in SEVIS.
- We have a special note for K-12 DSOs watching today. Make sure you register your students twice each year. K-12 DSOs should not override the 183-day requirement in SEVIS.

Slide 25: Special Considerations—STEM OPT Record Keeping

RYAN:

- The DSO at the student’s school of most recent enrollment remains responsible for providing SEVP with access to the Form I-983 and student’s



SEVIS record, and maintaining their record throughout the STEM OPT training period.

- DSO record keeping requirements for the STEM OPT extension include:
 - Keeping and storing the student’s Form I-983 in their record within 30 days of submission, and
 - Keeping and storing the student’s annual self-evaluations in their record.
- Remember: SEVP only accepts electronic records. As Mike mentioned earlier, schools may have specific policies regarding electronic or paper records.

Slide 26: Pre-submitted Question: SEVP Portal and Record Keeping

MARISSA:

- Thanks, Ryan. Let’s pause again for another pre-submitted question related to the effect of the SEVP Portal on record keeping requirements for STEM OPT and post-completion OPT students. The question is: How does the SEVP Portal affect record keeping requirements for DSOs? Are schools still required to maintain records of information entered by students into the portal?

RYAN:

- Yes, DSOs are still required to follow all regulations regarding student record keeping and reporting. SEVP recommends that DSOs maintain records of information entered by students into the portal. However, I want to stress that this is a best practice and not a requirement.

Slide 27: Special Considerations—STEM OPT Reporting

RYAN:

- Going back to STEM OPT record keeping and reporting, after recommending a student for the STEM extension, the DSO at the school of the student’s most recent enrollment remains responsible for:
 - General reporting requirements, including:



- Changes to student information. These changes should be reported to the DSO within 10 days of the change.
- Changes to information on the Form I-983. Students and employers are obligated to report any material changes or deviations from the Form I-983 and must submit a new Form I-983 to the DSO.
- Loss of employment. Employers must report a change in employment within five business days of the employment termination, and students must report changes in employment information to their DSO within 10 days.
- New employers. Students must provide a new Form I-983 to their DSO for each new employer.
- Validation reporting. Students must report to their DSO every six months to confirm certain SEVIS information, including:
 - Their legal name, residential or mailing address;
 - Employer name or address; and
 - Status of their current employment/practical training experience.
- And, finally, annual self-evaluations. The student's evaluation is submitted 12 months after the STEM OPT start date. The final evaluation is due 10 days after conclusion of the student's training opportunity and recaps the training and knowledge acquired during the training period.
- Remember: DSOs can learn more about STEM OPT reporting requirements in the STEM OPT Hub on Study in the States.

Slide 28: Special Considerations—Reporting Disciplinary Action

RYAN:

- DSOs must report any disciplinary action a school takes as a result of a criminal conviction within 21 days. Disciplinary actions may include barring the student



from campus, suspension or expulsion. DSOs can report this information using the Disciplinary Action link on the Student Information page in SEVIS, and enter an explanation of the disciplinary action taken and why.

- DSOs should not use this function to report actions that are not directly related to a crime, such as placement on academic probation or student life infractions. DSOs should also remember that reporting disciplinary actions in SEVIS will not terminate a student's record.

Slide 29: Pre-submitted Question—General Data Protection Regulation

MARISSA:

- Alright let's pause again for another pre-submitted question related to the European Union's recent General Data Protection Regulation. We received several pre-submitted questions from stakeholders on this topic, and wanted to make sure that we touched on it.
- The question is: How, if at all, will SEVP student record keeping be subject to the European Union's General Data Protection Regulation?

RYAN:

- The General Data Protection Regulation took effect in May 2018. Schools should contact their legal counsel if they have questions about the impact of the law on their operations or responsibilities with regard to data collection and processing.

Slide 30: School Records and Reporting

PENNY:

- Alright. Let's now jump into school records and reporting. This section will briefly discuss:
 - The Form I-17 update process,
 - Uploading evidence into SEVIS,
 - Redesigned evidence checklists, and



- The differences between Form I-17 updates and recertification.

Slide 31: Changes to the Form I-17

PENNY:

- Federal regulation requires PDSOs to update the Form I-17 within 21 days of a material change. A material change is a change made to information on the Form I-17. Changes to most of the fields on the Form I-17 require SEVP adjudication. However, there are several fields that do not require SEVP adjudication, so any changes to these fields will be immediately reflected on the school's Form I-17.
- It's important to review and update your school's Form I-17 on a regular basis to ensure it is up to date and accurate.

Slide 32: Reporting Form I-17 Updates

PENNY:

- Many of you watching have probably gone through the updates process, so I won't go too in-depth about how to submit an update. Essentially, as the PDSO or DSO, you log in to SEVIS and make the appropriate edits to the Form I-17.
- Since SEVIS can accept uploaded documents, you upload all necessary evidence prior to submission. You'll want to ensure that you have everything uploaded because once you click "submit," you are no longer be able to upload additional evidence.
- It's important to note that while the PDSO is the only one that can submit an update to the Form I-17, the PDSO and any DSO can log in to SEVIS and make the changes. DSOs can save draft edits, but only the PDSO at the main location can submit the update for SEVP review.
- If your school needs to make changes, but the Form I-17 is locked due to a pending adjudication, you still need to notify SEVP of the change by contacting one of the email addresses on the screen.
 - For DSO changes—use this option if you want to add, remove or change the role of a school official, change their email address, or edit other information in their profile—send the requested change to SEVP via the



- email address on the screen. We recommend you reference our fact sheet on PDSO and DSO changes for more information; this document lists the steps necessary to submit a school official change and required evidence while your petition is locked.
- For all other material changes besides DSO updates, you can email SEVP@ice.dhs.gov. Please provide all necessary details and evidence related to the change you need to make.

Slide 33: Pre-submitted Question—Reporting and Locked Petitions

MARISSA:

- We'll now pause for a pre-submitted question about the effect that a locked Form I-17 has on record keeping requirements. The question is: How do locked petitions affect the 21-day reporting requirements? Should DSOs still follow the time frame even if their petition is locked?

PENNY:

- The short answer to that is: Yes, DSOs need to follow the 21-day reporting period for communicating changes to SEVP even if their petition is locked. As I mentioned, you can send us an email and let us know of the change, even while your school is pending adjudication of an update or recertification.

Slide 34: Uploading Evidence in SEVIS

PENNY:

- As I mentioned before, SEVIS now accepts uploaded evidence at the time of filing. Providing evidence prior to filing is required for initial certification, recertification and Form I-17 updates.
- Remember, documents uploaded into SEVIS cannot be encrypted or password protected. There are also requirements for document size and file name. We've included this information both on Study in the States and in SEVIS for reference.



- Finally, once uploaded to SEVIS, evidence cannot be edited or deleted. Please make sure that you upload and submit the correct file.

Slide 35: Evidence Guides and Checklists

PENNY:

- SEVP updated our evidence guides and checklist at [ICE.gov/SEVIS/Schools](https://ice.gov/SEVIS/Schools). On this page, you can view information about evidence, including the Definition of Evidence Guide that contains common evidence requirements.
- We've also organized our evidence checklists according to the action the school plans to take on the Form I-17 and school type. So, whether you're applying for initial certification, submitting a Form I-17 update or petitioning for recertification, we have the exact evidence requirements laid out. We also go into the school type, for example accredited schools, non-accredited, K-12, flight schools, etc.

Slide 36: Pending Form I-17 Updates—SEVP Review and Adjudication

PENNY:

- Although SEVP accepts evidence through SEVIS, there may be instances where we need to request additional evidence. This request for evidence will come through SEVIS and include a deadline for the school to respond to SEVP. It's important that DSOs are aware of the deadline on this request. Please make sure you gather all necessary information and respond on time.
- Once we have this additional information, we'll be able to adjudicate the pending update, initial or recertification petition. After completing our review, SEVP adjudicators will issue a final decision that DSOs will receive via SEVIS.

Slide 37: Recertification—Overview

PENNY:

- Let's now look at recertification. Recertification occurs every two years to ensure schools remain in compliance with federal regulations and remain



eligible for SEVP certification. During this process, we'll make sure that schools are complying with all record keeping, retention, reporting and other requirements in accordance with federal regulation.

- Schools must file for recertification by their CED. It's important to remember that Form I-17 updates are not the same as recertification. These are two separate processes with two separate purposes. Adjudication of a school's update is not considered recertification, and schools must file for recertification prior to their CED.

Slide 38: Recertification—Filing for Recertification with Updates

PENNY:

- SEVP allows schools to submit updates with their recertification petition. So, if there are any changes that occur while filing for recertification, or you need to report a change, you can do so as part of the recertification filing process. DSOs should make sure that they have the evidence ready for recertification, as well as for any updates.
- I want to note that there are some updates that we do not allow when filing for recertification, including change in ownership, change in main location, as well as adding an instructional site. We don't allow these updates because they require a different, lengthier review process. Additionally, a change in ownership and main location require payments. If you submit any of these changes, SEVP will cancel the recertification petition and ask you to resubmit without these changes.

Slide 39: Best Practices

JOHN MARK:

- Thank you, Penny. This next section provides best practices related to record keeping and reporting for SEVP-certified schools.



Slide 40: Student and School Records—Ensure Accurate and Timely Reporting

JOHN MARK:

- First, to ensure accurate reporting, DSOs should remember reporting time limits. As we've mentioned throughout this presentation, regulation requires DSOs to report changes to school and student information within 21 days. Additionally, students must report certain changes in information to their DSO within 10 days.
- Also, DSOs should ensure accurate reporting within student and school records. Student records should note where the student actually resides, and should not list the student's address as the international student office. You can find additional information about address requirements on Study in the States. On a similar note, the school's Form I-17 must reflect its current operations.
- Accurate and timely reporting will help schools avoid a RAP. As Ryan mentioned earlier, SEVP issues RAPs for inaccurate student or school records.
- Remember that failure to report information to student records has negative consequences on both the student and the DSO.

Slide 41: Student and School Records—Keep Records Safe and Accessible

JOHN MARK:

- SEVP recommends that schools store student and school records in a locked file cabinet or office. SEVP representatives will ask school officials this question as part of an SEVP site visit.
- As mentioned earlier in this presentation, school officials should ensure that DSOs have access to student and school records. DSOs must be able to electronically provide student and school records upon DHS request.



Slide 42: Student and School Records—Remember Important Dates

JOHN MARK:

- DSOs should remember important dates, such as:
 - Graduation. DSOs should be aware of the grace periods for F-1 and M-1 students. It's important that DSOs shorten their student's program end date, if needed, to the actual date they are going to graduate. SEVIS will automatically complete a student's record at the end of the grace period. DSOs should also remember to transfer student SEVIS records before the end of the grace period. Remember, for F-1 students, this will be 60 days after the program end date.
 - Another important date is your school's CED. As Penny mentioned, the CED is tied to the recertification process. DSOs can view their CED in SEVIS and file for recertification once they receive the 180-day notification.
 - Upcoming events in your office are also important items to remember, such as retirement or changes in staff. It's important for schools to report PDSO and DSO changes to SEVP.

Slide 43: Student and School Records—Do Not Share SEVIS Passwords

JOHN MARK:

- DSOs should remember that sharing SEVIS passwords violates the DHS Sensitive Systems Policy Directive, and sharing passwords may result in loss of SEVIS access.
- DSOs must keep their SEVIS login information secure. Do not store passwords on a shared computer or post passwords in a public place. Also, do not provide passwords to other office staff, and create a new password if you believe your current password has been compromised.



- Remember: SEVP approves each DSO individually to ensure they meet specific eligibility criteria. If you have a staff member at your school that is not a school official, but interacts and works with international students—for example, someone in your admissions office—then you want to consider adding them as a DSO to your Form I-17.

Slide 44: Student Records—Understand Student Documentation

JOHN MARK:

- In addition to federal record keeping requirements, DSOs should also be aware of best practices for maintaining student documentation, including:
 - Personal documentation. DSOs should encourage parents to provide students with formal legal documents and provisions for medical care while in the United States.
 - Form I-20 issuance. DSOs should issue the original Form I-20 directly to the student. Remember, third parties cannot issue or keep Forms I-20 without permission.
 - Finally, students, parents, or their legal guardians or adults with power of attorney should have control of the student's:
 - Form I-20,
 - I-901 SEVIS Fee payment receipt, and
 - Proof of finances.

Slide 45: Student and School Reporting—Take Action in SEVIS

JOHN MARK:

- DSOs should proactively take action in SEVIS to ensure accurate school and student records. One thing to remember is to log in regularly; this action will help DSOs avoid losing SEVIS access.
 - Please keep in mind that your SEVIS account will become inactive after 45 days. One recommendation that I make for my school officials is to



set aside one day a month, for example, 30 minutes in the morning, to log in to SEVIS, and review alerts and records to make sure everything is up to date. DSOs must also reset their SEVIS password every 90 days.

Logging in regularly ensures DSOs verify SEVIS data accuracy.

- DSOs also want to ensure that your contact information in SEVIS is up to date. Be sure to check that all DSO email addresses listed in SEVIS are accurate; this action ensures that DSOs will receive communication from SEVP.
- DSOs can access step-by-step instructions for maintaining student and school records in the SEVIS Help Hub at StudyintheStates.dhs.gov/SEVIS-Help-Hub.

Slide 46: Helpful Resources

JOHN MARK:

- Our final section highlights the many free resources available to stakeholders, including:
 - The Study in the States Resource Library,
 - The SEVIS Help Hub,
 - How to provide feedback on this presentation, and
 - How to contact SEVP.

Slide 47: Resource Library

JOHN MARK:

- The Study in the States Resource Library contains free aids that explain federal regulation and the international student process. If you have a field representative, they may refer to these resources as one-pagers.
- These handouts provide great information about many different topics. Your field representative may also email these handouts to you for reference.
- Stakeholders can access the Resource Library at StudyintheStates.dhs.gov/Resources-Library, which is on the bottom of your screen and in the hyperlink appendix.



Slide 48: New Resource—Record Keeping Requirements One Pager

JOHN MARK:

- On the subject of the Resource Library, we recently created a new resource for school officials on Study in the States outlining key information regarding record keeping requirements. Stakeholders can locate this resource in the Study in the States Resource Library.

Slide 49: SEVIS Help Hub

JOHN MARK:

- The Student Records section in the SEVIS Help Hub contains step-by-step instructions to assist with maintaining student records in SEVIS. In this section, DSOs can find information about managing student records in SEVIS, including:
 - F and M status;
 - Creating, managing and printing the Form I-20;
 - Program dates, registration and course load;
 - Updates to student records;
 - Completions and terminations;
 - Corrections and correction requests;
 - Transfers;
 - F and M student employment; and
 - Dependent records.
- There is a lot of great information in the SEVIS Help Hub. Our resources walk DSOs through SEVIS processes, and provide screenshots and links to policy guidance and regulations. It's a great resource that we encourage our school officials to utilize.
- Again, stakeholders can access the SEVIS Help Hub at StudyintheStates.dhs.gov/SEVIS-Help-Hub.



Slide 50: Engage with SEVP—Stay Connected

MARISSA:

- Okay, I'm going to talk a bit about how you can engage SEVP.
- As you know, we love our Study in the States blog. The blog is updated regularly with best practices, current events and more. We also have our publications, including the SEVP Outreach Bulletin and SEVP Spotlight newsletter.
- We love when you engage with us through conferences. We welcome the opportunity to participate in your conference or event. If you'd like to have SEVP at an event, submit a request through our Event Request Form at StudyintheStates.dhs.gov/Conferences.
- Finally, I want to give a quick plug for our social media. We're on Twitter, Facebook and LinkedIn, so please connect with us on those platforms.

Slide 51: SEVP Values Your Feedback

- Before we move into our contact information and live Q&A, I want to make sure that everyone knows that we value your feedback.
- Like I mentioned earlier, we review feedback throughout the year to guide future presentations and webinars; it is actually how we decide what topics to cover in our webinars. So, I want to stress that we really want to learn about your hot topics and what you want to hear more about.
- You can take our Stakeholder Satisfaction Survey at the link on the bottom of the slide.

Slide 52: SEVP Contact Information

MARISSA:

- Finally, I'm going to put our contact information on the screen. You can contact SRC by phone—there are two phone number on the slide—or by email. We are available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time, except for federal holidays. There's also additional contact information available on the Study in the States Contact Us page.



- And if you have an SEVP field representative, please contact them. Field representatives can be your first point contact for questions, because they know your school and situation, so please do not hesitate to reach out to them.

Slide 53: Question and Answer Session

MARISSA:

- While we go through the questions, please take a moment to complete the polls on your screen. For the remainder of the webinar, we are going to take live questions from the audience through the Questions for SEVP and Technical Difficulties pod.
- We'll do our best to get through as many questions as we can today with the time remaining. However, if you submit any SEVIS technical questions, case-specific questions or questions that do not pertain to record keeping and reporting, we won't have a chance to answer them today. I recommend that you reach out to SRC or your local field representative for assistance.

Slide 54: SEVP Contact Information

Slide displays during live question and answer session.

Slide 55: Webinar Conclusion

MARISSA:

- Thank you all for joining today's webinar. I hope you found the extra half hour useful; this is something new we're trying, so please leave a comment in the Stakeholder Satisfaction Survey or through the comment box on your screen to let us know if you found that extra time useful.
- If we didn't have a chance to answer your question or your question didn't pertain to today's webinar topic, please contact SRC using the information on the screen or your local SEVP field representative.
- A recording of today's webinar will be available on Study in the States shortly, so if your colleagues were unable to join, please direct them to that recording.
- Finally, please take a moment to complete the feedback polls on the screen.



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- I want to thank everyone again for joining our webinar. We appreciate the great turnout and the amazing questions you've asked. We'll take your questions back and use them to guide content for Study in the States and webinars.
 - Thank you very much and have a great rest of your day!

[To view the top questions addressed during the live question and answer session, visit the [Top 10 Questions from Designated School Officials about Record Keeping](#), accessible from the [SEVP Ask the Experts Webinar: What DSOs Need to Know about Record Keeping](#) page on [Study in the States](#).]