SEVP Ask the Experts Webinar:
Get to Know the SEVP Response Center
Feb. 28, 2018, 2 p.m. EST
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 at 2 p.m. EST.]

Slide 2: Webinar Title Slide

MARISSA:

- Thank you, everyone for tuning into today's SEVP Ask the Experts Webinar: Get to Know the SEVP Response Center. I'm Marissa Tinsley, and I will 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 haven't already done so, please complete the polls on your screen, including the webinar attendance poll. There will be polls throughout this presentation to gauge your insight on topics related to SRC. We're going to use your feedback to both enhance our existing resources and to develop some new ones, so please take these polls as they appear.

Slide 3: Housekeeping Notes

MARISSA

- I want to kick off today's webinar with some brief housekeeping notes:
    - Please take a minute to download the items in the Webinar Resources Pod located at the bottom of your screen. There is a hyperlink appendix with links to the web pages mentioned during this presentation, a PDF copy of today's presentation and a glossary of key terms.
    - Do you have a question about SRC? Our representatives will answer questions about SRC's organization, operations and processes during this webinar. You can submit questions throughout the webinar using the Questions for SEVP and Technical

Difficulties pod. We'll also address pre-submitted questions from stakeholders throughout this presentation. Thank you to everyone who submitted those questions ahead of time, we really appreciate it.

- We're going to take live questions at the end of the webinar, but please keep in mind that we will not address the following types of questions:
  - SEVP technical functionality,
  - Case specific questions, and
  - Questions that do not relate to SRC operations and processes.
- If you experience technical difficulties at any point, please provide a brief description of the issue through the Questions for SEVP and Technical Difficulties pod on your screen and we will do our best to address that situation.

- A copy of the webinar recording and additional resources will be available on Study in the States after the event. You can access that recording on the Stakeholders Webinars page. We encourage everyone to share that recording with your colleagues that may have been unable to attend today's webinar.

Slide 4: Presentation Overview

MARISSA:

- Today's presentation is going to cover an overview of SRC. We're going to take a look at SRC statistics and trends, information and tips for stakeholders contacting SRC, an overview of the correction request process, recent and planned enhancements to SRC, and—finally—helpful resources on Study in the States.
- We would love for you to provide feedback on this presentation through our Stakeholder Satisfaction Survey. That link is at the bottom of this slide and in your hyperlink appendix. We review feedback throughout the year and use it to improve future webinars and SEVP presentations. There will also be additional polls that you'll notice throughout the webinar to get your feedback. At the end of the presentation you'll see polls directly related to this webinar, so please stay tuned until the very end.

Slide 5: Today's Presenters

MARISSA:

- With that, I'd like to give our presenters a minute to introduce themselves. Sidney, could you kick us off?

SIDNEY:

- Hello everyone, my name is Sidney Wynn, and I am the acting section chief for the SEVP Response Center.

BRYAN:

- Good afternoon, my name is Bryan Newman and I am a senior task lead for Level I for the SEVP Response Center.

KEVIN:

- Ladies and gentlemen, thank you, my name is Kevin Overstreet, and I am a lead with Level II for the SEVP Response Center.

Slide 6: Ask the Audience—Contacting SRC

MARISSA:

- Thanks, everyone. I want to begin with a brief poll question to get a sense of who is watching and your familiarity with SRC. We'd like to know: Have you contacted SRC in the past six months for an SEVP-related issue?
- Please select a response. You can provide additional explanations and insight through the comment box on your screen. We've heard your feedback that you'd like some additional time to respond to these questions, so we'll give you a moment to review the choices and write in any additional information.
- It looks like the majority of you have contacted us before, which is great! And for those of you that have not contacted us, we hope it's because you know the answers to all your questions. Okay Sidney, I'll kick it over to you!

Slide 7: SRC Overview

SIDNEY:

- Thank you, Marissa. Let me again say thank you to those of you that have taken time out of your busy schedules to join us today. This is certainly an exciting time to come before you and share SRC information. I'd like to start by taking a few minutes to provide an overview of SRC.

Slide 8: What is SRC?

SIDNEY:

- First, what is SRC? SRC is a dedicated call center that responds to stakeholder inquiries. I like to think of us as the first responders. As a DSO, you may encounter issues and come to us for support. It is our job to assist you so you can perform your responsibilities. Additionally, SRC is the central point for receiving and disseminating information as it relates to SEVP's mission and SEVIS.
- SRC is a multi-tiered, multi-function, multi-channel contact center that has two main goals. Our first goal is that we strive to make your work more manageable. Our goal every day is to provide the best customer service to you so your day is more manageable. Second, our goal is to work to ensure that we protect U.S. national security. How do we do this? By ensuring data integrity.
- SRC is fully committed to our stakeholders and strives to provide the best customer service. Our stakeholders include:
    - F and M students,
    - J exchange visitors,
    - PDSOs and DSOs,
    - AROs and Ros,
    - Government officials,
    - Academic associations, and
    - The general public.

Slide 9: Information on the Form I-20

SIDNEY:

- This slide shows SRC's organizational structure. I want to share some additional information about our organizational structure:
    - We are located at SEVP headquarters, which is in the Washington, D.C. metropolitan area. However, we also have staff members across the country in Colorado, Oklahoma and Georgia.
    - We are comprised of about 60 staff members who actively coordinate and collaborate with other SEVP internal units, sections and teams to identify trends and issues from the stakeholder community.

- I want to pause here to share some recent news that you may not have heard. SEVP took the initiative to combine Policy and SEVP Response Unit into a single unit: the PRU. This is an exciting opportunity because it represents an internal partnership where staff take complex issues and efficiently develop a resolution. We use this relationship to provide information more effectively and efficiently to our stakeholders.

Slide 10: SRC Organization—Level I and Level II

SIDNEY:

- As shown on the previous slide, SRC is comprised of two main levels of stakeholder support:
  - Level I is the first line of support for stakeholder inquiries. Our Level I folks respond to all incoming calls and triage all emails. I want to note that the Level I team does not work on SEVIS correction requests or data fix tickets, but they take the incoming information and relay it to the Level II team.
  - The Level II team is responsible for making changes to SEVIS data, primarily correction requests and data fixes. Our Level II staff works to provide trending analysis to SEVP units to answer more complex issues and trends.

Slide 11: SRC Training—Introductory Training

SIDNEY:

- So, let's talk about training, which I know is a popular topic with stakeholders. SEVP provides staff with comprehensive training for each new member upon joining SRC.
  - The first part of this initial training is an instructor-led training that addresses program updates and changes, and typically lasts around four weeks.
  - The second part of initial training is referred to as progressive integration training. This phase begins to introduce hands-on processes and tools to address stakeholder issues.
  - The third and final part of this initial training includes practical simulation, which can last four to eight weeks, depending on the specific individual's progress. Through a pairing system, trainees shadow senior team members to observe different processes handled by SRC on a daily basis, before going on to handle those processes themselves. At the end of this training, the individual must complete an assessment before they are able to address stakeholder inquiries on their own.

- The team is constantly updating and enhancing our training topics. Some of the topics included in SRC training include contact center operations, student and school experience with Forms I-20 and Forms I-17, SEVP regulations and soft skills. Again, we are constantly enhancing these training modules throughout the year.

Slide 12: SRC Training—Ongoing Training

SIDNEY:

- Once we have a new individual trained and operating on their own, we also like to provide ongoing training.
- One area that we provide ongoing training for both SRC and SEVP staff members is school certification processes. SRC staff receives ongoing training from SEVP adjudicators; partnering with them helps increase staff knowledge of school certification and Form I-17 update processes. Recently, we established an open-door policy with our School Certification Unit to share knowledge and increase learning opportunities between SRC staff and adjudicators.
- SRC staff also undergoes regular scenario-based training. Our leadership uses monthly metrics to understand frequently asked stakeholder questions to develop training scenarios. These trainings help staff members ask the correct questions during a call, and better understand and respond to stakeholder inquires.
- We regularly partner with the U.S. Department of State, particularly for exchange visitor SEVIS functionality. We have a Department of State representative on-site once a week to assist with inquiries from exchange visitor programs. SRC staff forward exchange visitor-related inquiries to Department of State throughout the week.
- SRC staff also participate in ride along visits with SEVP field representatives. During these trips, SRC staff observe school visits and learn about SEVP field representative day-to-day responsibilities. These ride along visits promote knowledge sharing and mutual understandings between the two units.

Slide 13: Pre-submitted Question—SRC Staff Training

MARISSA:

- Sidney, I’d like to pause for our first pre-submitted question. The question is: how does SRC staff prepare for significant changes, such as major changes to SEVIS or new regulations?

SIDNEY:

- That's a great question. To prepare for major changes, we do many things. SRC training for significant events begins weeks or months in advance. This training is collaborative and involves working with necessary SEVP units to ensure our staff has an adequate understanding of how to handle potential or anticipated stakeholder inquiries.
- This training development takes many factors into account, including:
    - Intended audiences,
    - Timeline development, and
    - Simulation of upcoming changes.
- SRC must also respond quickly to unplanned events, such as natural disasters. In most cases, we have a plan in place so that SRC staff can respond quickly to events like the natural disasters in Texas and Florida.

Slide 14: SRC Statistics and Trends

BRYAN:

- Alright, let's now talk about some statistics we see coming through the SRC Level I and Level II teams. This section provides high-level statistics about SRC, including:
    - Number of calls and emails received per month,
    - Response times for SRC inquiries, and
    - Frequently asked question topics.

Slide 15: SRC by the Numbers

BRYAN:

- The slide you're looking at now highlights average volume of phone calls, emails and correction requests received per month. On average, SRC receives 10,800 phone calls per month. We have about 30 staff members handling nearly 11,000 calls and 4,300 emails received by the SEVP@ice.dhs.gov and the SEVISHelpDesk@ice.dhs.gov mailboxes. We'll get into these email addresses a bit later.
- Kevin, can you speak to the number of inquiries received by the Level II team?

KEVIN:

- Thanks, Bryan. The SRC Level II team receives more than 6,000 data requests per month. These include data correction requests for both SEVIS and Help Desk tickets. A team of 21 individuals handles these requests, from our senior leadership down to our analysts.

Slide 16: Pre-Submitted Question—Average Response Times

MARISSA:

- If I could pause for a minute, I have another pre-submitted question that I feel would be appropriate here. We want to know: what is the average response time for email inquiries?

BRYAN:

- Great question, Marissa. Typically, our average response time is one to two business days. This turnaround time typically applies to questions that do not require input from other SEVP teams or government partners. We can turn around questions, such as how DSOs can submit evidence in SEVIS, pretty quickly. If the question requires input from another team at SEVP or from one of our government partners, we will send a message to the stakeholder to let them know that we've routed their question to the appropriate team, but it may take longer to resolve depending on response time from the other team.
- Finally, inquiries received over the weekend will be addressed the following business day.

Slide 17: Frequently Asked Questions

BRYAN:

- This next slide looks at some of the questions that we receive from stakeholders. For example, we receive numerous questions that ask, "How can I get my SEVIS account unlocked?" We understand that the password requirements for SEVIS can be difficult and do our best to assist.
- The final questions on the slide here are related to Form I-17 processing times, such as, "How long will it take to adjudicate my school's Form I-17 update?" or "How long does the recertification process take?" Unfortunately, SRC is unable to respond to these questions. These questions are better directed toward the School Certification Unit. However, we will do our best to direct you to the appropriate point of contact so you can receive a response.

Slide 18: Contacting SRC

BRYAN:

- Moving on, in this section, we'll provide information about how to contact SRC, including:
    - How to contact SRC by phone and email,
    - When to contact SRC, and
    - Tips for stakeholders contacting SRC.

Slide 19: Ask the Audience—Contacting SRC

MARISSA:

- Actually, Bryan, we want to pause for a quick poll question to get a sense of what methods you use to contact SRC. So, what we want to know: What is your primary method of contacting SRC? Please select a response—we'll give you some time.
- Great! So far, it looks like everyone overwhelmingly contacts SRC via phone, but a few folks prefer to email. We're also seeing that a few folks out there might be a new DSO and haven't needed to call in yet. Also, we're glad to see that some of you are using your field representative to receive answers to your questions.
- Alright Bryan, take it away!

Slide 20: Who to Contact—Calling SRC

BRYAN:

- Thanks, Marissa. This slide lists two phone numbers for calling SRC. Stakeholders can use either number for contacting us. We have a local number for those calling from the local area; however, both numbers route to the same system. I want to emphasize that there is no specific benefit for using either number. These phone numbers are also included at the end of this presentation and in the hyperlink appendix

Slide 21: Who to Contact—SRC Email Addresses

BRYAN:

- This next slide lists our four SRC email addresses and when stakeholders should use a specific email address to contact us. Like I just mentioned for phone numbers, these email addresses are also listed at the end of this presentation and in the hyperlink appendix.
- Stakeholders should contact **SEVP@ice.dhs.gov** with general SEVP or policy questions. Typically, if you call SRC, we'll also ask that you send an email to this address so nothing is lost in translation and we have a record of your question and information.
- Stakeholders should contact **SEVISHelpDesk@ice.dhs.gov** with SEVIS technical questions, such as data fix tickets.
- Stakeholders should contact **SEVIS.Batch@ice.dhs.gov** with Batch-specific questions. We have a dedicated Batch specialist to answer any Batch-related questions.
- Finally, stakeholders should contact **DMVSSA.SEVP@ice.dhs.gov** with questions related to driver's licenses or SSNs. For these requests, we ask that you provide a SEVIS number and specific information describing the scenario in your email.

Slide 22: When to Contact—Busy Periods

BRYAN:

- You may have experienced some of the busy periods for contacting the SRC yourself. However, to highlight, our busiest times for calls are:
  - Monday through Wednesday,
  - Early morning (8:30-10 a.m. ET),
  - Lunchtime (11:30-1 p.m. ET), and
  - 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.

Slide 23: Tips—Provide All Necessary Information

BRYAN:

- Let's now look at some tips to assist you when calling or emailing SRC. When you call or email, we prefer that you have all the necessary information on hand. SEVP staff typically require the following information to triage a request:
  - The questioner's first and last name,
  - The questioner's school name or SEVIS ID,
  - If the questioner is a student or DSO, and
  - If applicable, whether the student in question is located inside or outside of the United States.
- This information helps SRC staff properly assess the situation and confirm that they are speaking to an individual authorized to speak on a student's behalf.
- One tip I have for DSOs is to provide the information I just mentioned via email or at the start of a call. This ensures that your question can be triaged appropriately and you receive all necessary information.

Slide 24: Tips—Ask the Same Question Each Time

BRYAN:

- We also recommend that stakeholders be consistent with how they word their questions. Minor differences in phrasing can lead to different responses or guidance from SEVP staff. We want to make sure you provide the same information in your calls and emails across

the board—between SRC, SEVP field representatives and other staff—so we can ensure that we provide the same, correct answers and guidance.
- Another tip I would recommend to DSOs is to write down your question. This will ensure that you ask it consistently to each SEVP representative.

Slide 25: Tips—Prepare for Your Call

BRYAN:

- Also, we want to make sure that stakeholders calling SRC listen to all phone menu options before making a selection in the interactive voice recognition, or IVR. This ensures that each call is routed to the appropriate queue and agent for resolution. We'll typically ask about the topic of your call so that it is properly handled by a skilled SRC representative.
- And another tip for DSOs: Be sure to check SEVP's free online resources if you experience an extended call wait time. These resources include Study in the States or ICE.gov/SEVP, which contain answers to frequently asked stakeholder questions.

Slide 26: Tips—Let Your Students Know About SRC

BRYAN:

- We also want to encourage school officials to remind their students that SRC answers questions from prospective and current international students, including topics such as:
    - Paying the I-901 SEVIS Fee,
    - Maintaining student status,
    - School closures,
    - Responding to the Form I-515A,
    - International travel, and
    - Problems with DSOs.
- However, we also want to make sure that you tell your students that they should contact their DSO for any SEVIS-related issues or other problems that require DSO assistance.

Slide 27: Ask the Audience—Recommending SRC to Students

MARISSA:

- Thanks for those tips, Bryan. With that, I want to pause for another poll question. We want to know if you recommend SRC as a resource to your prospective or current international students.

- As always, we'll give you a bit of time to select a response.
- So, it seems like the overwhelming majority are saying that you do not necessarily recommend SRC as a point of contact for your students. I presume this is because maybe you would prefer for students to go to the DSO themselves. I do want to clarify that international students are authorized to call SRC with any questions or concerns.

SIDNEY:

- To add to that, Marissa, I want to note that, on average, SRC receives about 400 calls per month from students, out of a total of 11,000 calls per month.

MARISSA:

- Thanks for that information, Sidney! So, with that, Kevin, I'll hand it over to you to tell us about correction requests.

Slide 28: Correction Requests

KEVIN:

- Thanks, Marissa. In this section, we are going to talk about correction requests, such as:
    - Types of correction requests requiring SRC review,
    - Submitting a correction request in SEVIS,
    - Uploading evidence for correction requests, and
    - When and how to expedite a correction request.

Slide 29: Ask the Audience—Correction Requests

MARISSA:

- Alright, sorry to jump in here, Kevin, but we want to pause for a poll question before we get too far into this section to get a sense of who has previous experience with correction requests. We would like to know: Have you submitted a correction request through SRC? We'll pause here so that attendees can select a response.
- So far, it's lots of "yeses" from our audience, which is good! I'll now hand it back to you, Kevin.

Slide 30: Correction Request Process—Correction Requests Requiring SRC Review

KEVIN:

- Thank you, Marissa! To give a brief background for newer DSOs and maybe a refresher for those who may have worked with SEVIS for a while now, the types of correction requests submitted directly in SEVIS that require SRC review include:
  - Change to program dates;
  - Change to student status;
  - Change to SEVIS status of USCIS request—this can refer to students applying for change of status with USCIS, changes to status for STEM OPT requests and changes to M-1 extension requests; and
  - Change termination reason.
- DSOs should contact SRC to open a Help Desk Ticket for other complicated requests. I also want to remind everyone that PDSOs can immediately correct student records for the following situations:
  - If a record is cancelled or if the DSO registered a record in error, the PDSO can return the student record to Initial status within 15 days of record cancellation or activation;
  - To extend the program, the PDSO can extend the student record up to 15 days after the program end date;
  - To transfer out a student who transferred in, if the student has not registered and remains in Initial status; and
  - Finally, PDSOs and DSOs can immediately correct an accidentally Canceled or Completed student record.

Slide 31: Correction Request Process—Submitting a Correction Request

KEVIN:

- Next, let's talk about how to submit a correct request. DSOs must submit correction requests through SEVIS using the Correction Request option. Each correction request submitted receives a unique ID number. At this point, an SRC analyst will be assigned to handle the request.
- DSOs can upload necessary evidence for the request if they are aware of the necessary evidence needed to adjudicate. However, I want to stress that evidence is not required prior to submitting a correction request.
- Evidence for correction requests may include:

- A letter of explanation from the DSO. You should enter this explanation into the remarks section in SEVIS and can include any information you think our analysts will need to adjudicate the request.
- Student documentation, such as:
  - Student visa,
  - Passport,
  - Proof of attendance,
  - Employment documents, and
  - Form I-539.

- There are two options for DSOs submitting evidence in SEVIS. You can submit evidence through the Correction Management page or the Successful Submission page, which is shown after the DSO submits the correction request.
- DSOs can manage correction requests after submission. You can locate open correction requests in the Existing Correction Requests section.
- And, finally, an additional tip for DSOs: It's important that you maintain good records in the student's file when correcting SEVIS data.

Slide 32: Uploading Evidence in SEVIS—What DSOs Need to Know

KEVIN:

- Speaking of evidence uploaded to SEVIS, I want to provide a couple of reminders for DSOs:
  - Documents uploaded to SEVIS cannot be encrypted or password protected;
  - A single document size cannot exceed 10 MB and the file name cannot exceed 60 characters; and
  - Once uploaded to SEVIS, evidence cannot be removed or deleted.
- SEVP recommends that DSOs label and store copies of uploaded evidence in a safe location for future reference. You can only view a list of evidence uploaded to SEVIS and cannot open uploaded documents to view their contents, so it's important that you keep these files in an accessible and safe location.
- DSOs can view step-by-step instructions for uploading evidence in the SEVIS Help Hub at the link on your screen. This link is also in your hyperlink appendix.

Slide 33: Correction Request Process—SRC Resolution

KEVIN:

- Let's get back to the correction request process. Once submitted, the correction request is assigned to or chosen by an SRC analyst, who evaluates the request. If the analyst requires more information, they may send a request for information to the school official.
- Again, I want to remind DSOs to upload evidence in response to a request for information in SEVIS. As of March 8, 2018, SEVP will no longer accept evidence via email. All evidence must be submitted through SEVIS. And, I want to emphasize that SEVIS will email the PDSO and DSO that submitted the request with a list of required documentation.
- At this point in the process, the correction request is approved or denied in SEVIS. And, once again, the DSO and PDSO will receive an email from SEVP outlining the approval or denial.
- In terms of time frame, since I know a lot of folks want to know: SRC completes most standard correction requests within 10 business days of DSO submission. If you have a correction request that been waiting for more than 10 days, please notify SRC.

Slide 34: Request Expedite—Situations for Expedited Correction Requests

KEVIN:

- If requested, SRC expedites correction requests for reasons listed on the slide, including:
  - The student or dependent will arrive in the United States within 30 days;
  - The student or dependent has a Form I-515A due within 30 days—DSOs should include a copy of the student's Form I-515A when submitting a request;
  - The student or dependent needs a visa to travel to the United States—DSOs should include confirmation of the visa appointment when submitting a request;
  - The student or dependent cannot obtain certain benefits, including a driver's license or social security card. For driver's licenses, DSOs should include the rejection notice or provide a detailed explanation of how the lack of a driver's license affects the student's ability to get to/from school or work. For social security cards, DSOs should include the rejection notice or provide a detailed explanation of how the absence of the document is affecting the student; or
  - There is a current USCIS Service Center RFE for:
    - Employment,
    - Change of status, or

        - M-1 extension request.
- Remember, stakeholders can submit an expedited request once per action. When you submit for expedited processing, you will be moved to the top of the adjudication queue. SRC will respond within hours to adjudicate the request or provide evidence. Please make sure that you are prepared to quickly respond to this request and have all necessary information available.

Slide 35: Request Expedite—Submitting an Expedited Request

KEVIN:

- Now that we know what an expedited request involves, let's look at how to submit an expedited request. In this situation, DSOs should:
    - Click the Request Expedite button in the Existing Correction Requests section,
    - Enter the reason for the expedited request in the Expedite Request comment field, and
    - Click the submit button in SEVIS. A SEVIS message will confirm successful submission of the expedited request.
- DSOs are no longer required to provide an explanation for an expedited correction request on school letterhead. We encourage you to use the functionality within SEVIS so we can see the reason for the request. Should your request not meet our criteria, you will be contacted by the Level II team with further information to resolve the issue.
- If a student is attending school, but has no port of entry information in SEVIS, please provide a copy of the student's visa to SRC.

Slide 36: Planned Enhancements

BRYAN:

- In this next section, we'll discuss recent and planned enhancements to SRC functionality. As a reminder, SRC continually assesses policies, operations and technology being used to field stakeholder concerns.

Slide 37: System Update—Phase I and Phase II

BRYAN:

- SRC is in the process of updating and modifying its current technology systems to better serve stakeholders. We implemented both Phase I and Phase II in 2017 to help move us towards becoming a multi-tier, multi-channel contact center.
- Phase I involved a system upgrade to telephone and contact center management. This enhanced stability, sound quality, connectivity and network security. It also provided a platform and groundwork to add multimedia and other features for stakeholders to reach us in the future.
- Phase II included deployment of the SRC Inquiry Management Application, which we call SIMA. This was done through implementation of a Microsoft Dynamics customer relationship management system, or a CRM. Stakeholders may have noticed that SRC ticket number format changed from HDT numbers to SRC numbers as a result of us switching systems. This action enables a better ability to improve SRC workflows from unit to unit, leading to a shorter time to resolve tickets.

Slide 38: System Update—Phase III and Phase IV

KEVIN:

- We certainly hope that our stakeholders are seeing that shorter resolution time on their end. Currently, we are moving into Phase III, which involves upgrading and relocating the interactive voice response system. This phase will provide SRC leadership with greater management and reporting capability, and allows leadership ability to determine trends in real time. This update also allows something that we are excited about: the ability for callers to leave a message through callback assist, which allows our stakeholders to get back to their day without losing their spot in line waiting for a response from SRC.
- Phase IV involves further enhancements in the distant future, like multimedia options, such as instant chat and SMS messaging, to give you a broader means for contacting SRC.

Slide 39: Helpful Resources

MARISSA:

- Okay thanks everyone! I’m going to give the presenters a chance to catch their breath and talk to you about some helpful resources. This includes:
    - Frequently asked stakeholder questions on Study in the States,
    - The SEVIS Help Hub,
    - How to connect with SEVP,
    - Your ability to provide feedback on this presentation, and
    - How to contact SEVP.

Slide 40: Ask a Question Tool

MARISSA:

- First, I want to talk about our Ask a Question Tool. This December, Study in the States deployed an enhanced Ask a Question tool. Frequently asked stakeholder questions are now located on one page, which allows users to:
    - Read through frequently asked questions more easily,
    - View frequently asked questions by category, such as:
        - Getting started,
        - Studying in the United States,
        - Traveling to the United States,
        - Student benefits,
        - Status changes, and
        - SEVP certification.
- The link to this tool is at the bottom of this slide, and also included in hyperlink appendix.

Slide 41: SEVIS Help Hub

MARISSA:

- Next, the SEVIS Help Hub contains information about managing school and student records encompassing:
    - Form I-17 updates,
    - Form I-20 issuance and maintenance,
    - Correction requests, and
    - Upload evidence functionality.
- Users can view step-by-step instructions for entering information into SEVIS and view video demonstrations. Like I mentioned on our last slide, you can access the SEVIS Help Hub at the link on the bottom of your screen and in our hyperlink appendix.

Slide 42: Engage with SEVP—Stay Connected

MARISSA:

- You might want to know how you can stay engaged with us, because we would love for you all to stay engaged with SEVP. Our blog is updated regularly with best practices, current events and more.

    - Publications include the SEVP Spotlight newsletter and the SEVP Outreach Bulletin, which you can subscribe to.
- Engage with us through conferences:
    - SEVP welcomes the opportunity to participate in stakeholder conferences or events, regardless of the size or location.
- You can submit a request for SEVP to attend an upcoming conference through the Event Request Form, which is located at StudyintheStates.dhs.gov/Conferences. Again, I want to point out, it doesn't matter the size. If it's a national event, that's awesome; and if it's a small state event, that's fine too – that's why we have field representatives!
- And of course, social media:
    - Follow Study in the States on Twitter,
    - "Like" Study in the States on Facebook, and
    - Connect with SEVP on LinkedIn.

Slide 43: SEVP Values Your Feedback

MARISSA:

- Once again, here's my pitch for receiving feedback—we would love to receive your input on this presentation and any other presentation you may attend where SEVP presents. We review your comments on our Stakeholder Satisfaction Survey throughout the year, as well as after each event, to help guide content at future presentations and webinars.
- Take the Stakeholder Satisfaction Survey at StudyintheStates.dhs.gov/Survey.

Slide 44: SEVP Contact Information

MARISSA:

- Contact SRC:
    - By phone:
        - 703-603-3400, or
        - 800-892-4829.
    - By email:
        - For case-specific questions, email SEVP@ice.dhs.gov.
        - For SEVIS technical issues, email SEVISHelpDesk@ice.dhs.gov.
- SRC hours of operation are Monday through Friday, 8 a.m. to 6 p.m. ET, except federal holidays.

- For additional contact information, visit StudyintheStates.dhs.gov/Contact-Us.
- Contact your local SEVP field representative for questions about SEVP policies, processes and updates.

Slide 45: Question and Answer Session

MARISSA:

- For the remainder of this presentation, we will take live questions and answers from those in the audience. Please submit your questions through the Questions for SEVP and Technical Difficulties pod.
- I want to remind everyone that our question and answer session will focus on topics discussed during this webinar. Direct questions about SRC policies and processes to SRC using information in the hyperlink appendix.
- We will do our best to address as many questions as possible during this session.

Slide 46: SEVP Contact Information

[Contact information from Slide 44 displays during live question and answer session]

Slide 47: Webinar Conclusion

MARISSA:

- I want to thank everyone for joining today's webinar, as well as thank you to our presenters for giving us your time. Like I said, if you would like to submit any questions that we did not get to today, please direct your questions to SRC.
- As I mentioned at the start of today's webinar, a recording will be available on Study in the States shortly in the coming days. If your colleagues were unable to join the webinar, please direct them to the recording on the stakeholder's webinar page when it is posted.
- Please take a moment to complete our feedback polls, like I said we will read through every comment and will use it to shape future webinars and information on Study in the States. So, with that I would like to thank everyone for being here and have a great rest of your week!

[To view the top questions addressed during the live question and answer session, visit the Top 10 Questions from Designated School Officials about SRC, accessible from the SEVP Ask the Experts Webinar: Get to Know SRC page on Study in the States.]