



Top 10 Questions from Designated School Officials about the SEVP Response Center

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Note: This document provides answers that interpret U.S. government regulation, but does not serve as a replacement for federal regulation or official Student Exchange Visitor Program (SEVP) policy guidance. Questions have been edited for grammar and style. Questions are taken from the [SEVP Ask the Experts Webinar: Get to Know the SEVP Response Center](#).

- 1. When the SEVP Response Center (SRC) emails responses to designated school officials (DSOs), they do not include an employee's name or reference number. Can SEVP consider including an employee name or ID number so school officials can reference this person when justifying responses to students or other school officials?**
 - A. SRC does not provide individual names on email responses because all staff are able to assist with resolving stakeholder questions. SRC recently considered assigning a number or code to email responses for reference. Should SRC incorporate this feature into our email correspondence, we will notify stakeholders through SEVP's communications channels, including [Study in the States](#) and Broadcast Messages.

- 2. Does SRC prioritize calls from certain stakeholders, such as DSOs?**
 - A. Yes, when an individual calls SRC, they are immediately routed through our interactive voice response system, which allows our team to prioritize certain needs as they relate to a specific type of call. To ensure proper call prioritization, stakeholders should take the following actions:
 - Make sure you listen to all voice prompts; and
 - Make sure you select the proper routing to ensure it receives the right priority. Selecting other routing options may result in increased processing time, so ensure that you select the applicable option for your call.



3. Does SEVP track how many times a DSO contacts SRC?

- A. Yes, SEVP has the capability to track how many times any stakeholder contacts SRC. However, it is a common misconception among the academic community that SRC monitors and tracks how many times a specific DSO contacts SRC—SRC does not track specific DSOs to see if they are calling more than others.

The team tracks stakeholder calls for both background information and historical knowledge—for example, our team can see if a stakeholder previously contacted SRC about an issue, and access the notes about the issue to help triage and address the current situation. There is never a negative implication for stakeholders contacting SRC.

4. In what situations should students contact SRC?

- A. Students should contact SRC for inquiries related to paying the I-901 SEVIS Fee, maintaining their nonimmigrant student status, how to respond to the Form I-515A, “Notice to Student/Exchange Visitor,” international travel, school closures or any problems the student may encounter with their DSO that requires SEVP’s attention.

5. If DSOs have questions pertaining to SEVP and its government partners—for example, handling change of status requests—can SEVP advise on these questions? Does SEVP have any sort of bridge for working with its government partners to address questions that touch multiple agencies?

- A. SEVP can provide responses to general inquiries regarding questions that may touch multiple U.S. government entities. If the inquiry is related to a specific case pending adjudication with another agency, SEVP will direct the DSO to the appropriate agency for resolution.

6. How should DSOs handle a situation where they receive varying guidance, either from different SRC representatives or from SRC and an SEVP field representative?

- A. SRC and SEVP field representatives work closely together to ensure the program speaks with one voice and provides consistent responses to stakeholder questions. In some instances, guidance provided by an SRC representative or an SEVP field representative may vary depending on how the initial question and how the follow-up questions are asked. Slight differences in phrasing and including more background information may result in different responses. If stakeholders received varying guidance from SEVP representatives, please email SEVP@ice.dhs.gov with the situation.



7. Are DSOs required to submit notices on school letterhead for standard correction requests?

A. For correction requests, there are 1,000 characters available in the Student and Exchange Visitor Information System (SEVIS) for DSOs to provide an explanation and additional information. If the DSO comments clearly state the reason for the request and the actions needed to correct the record, then SRC may not require a letter on school letterhead. SRC encourages DSOs to provide correction request information in SEVIS. SRC staff will provide DSOs with information about when a letter on school letterhead is needed for a correction request.

8. Do DSOs need to submit a letter for canceling a correction request in addition to canceling the request in SEVIS? Or does canceling the request in SEVIS suffice?

A. SRC does not require a letter to cancel a correction request. Canceling the request in SEVIS will change the correction request to inactive, allowing SRC to view the request, but will not allow processing of the request.

9. How does SRC staff prepare for significant changes, such as a new regulation?

A. SRC training for significant events begins weeks or months in advance. To prepare for these events, SRC develops collaborative training that involves working with all impacted SEVP units. The training process considers many factors, including:

- Intended audiences,
- Timeline of the implementation, and
- Simulation of how upcoming changes will impact our stakeholders.

In addition to preparing for planned events, SRC must also respond quickly to unplanned events, such as natural disasters. To respond to these events, SRC staff works closely with our communications team to stay up to date on the latest news and address inquiries from stakeholders in affected areas.

10. What is the average response time for email inquiries?

A. The average response time for an email inquiry is one to two business days for general questions, such as “how do I upload evidence in SEVIS.” However, the average response time may vary depending on the complexity of the question and whether the response requires input from other SEVP subject matter experts. SRC will inform stakeholders via



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email if their question requires additional input and, as a result, may take longer to process.

Questions received over the weekend or on a federal holiday will be addressed the following business day.