



## SEVIS 2016 Roadmap Webinar FAQs (July 15, 2016)

TBD – Initial release of FAQs

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### General Questions

**Q: Are the Webinar PowerPoint slides and recording posted on Study in the States?**  
**A:** Yes, the [SEVIS 2016 Roadmap Webinar slides and recording](#) are posted on Study in the States.

**Q: How can we find out about upcoming webinars? When can we register for future webinars? How can we sign up to receive information on upcoming webinars?**  
**A:** Information about upcoming webinars is posted on the [Webinars' page of the Study in the States' SEVIS Help Hub](#).

You may register for upcoming webinars as soon as you see the **Register** button under the Webinar's name.

Additionally, a broadcast message will be posted to the [SEVIS Message Board](#). To register for an upcoming webinar from the [SEVIS Message Board](#), open the posted broadcast message, click the link in the message to the [Webinars' page on the Study in the States' SEVIS Help Hub](#), and then click the **Register** button.

**Note:** SEVP recently changed its policy on the distribution of broadcast messages. SEVP Field Representatives were receiving complaints about the number of emails coming to DSOs, so the non-emergency broadcast messages are now posted on the [SEVIS Message Board](#). Every two weeks a summary email, *Broadcast Message Recaps*, is sent advising of the broadcast messages posted on the Message Board.

**Q: Is there a preferred browser for SEVIS?**  
**A:** No, we do not have a preferred browser, but most of our testing is done using Internet Explorer and Chrome browsers. We know some organizations customize their browser; therefore, when users report technical issues, we ask which browser and version they use.



There might be something an organization has done, which causes an issue with the browser's functionality in SEVIS. When reporting problems (especially if it is how something looks on screen) send:

- Screenshot
- Name of the browser
- Which version of the browser you are using

**Q: Is there a schedule or a list of dates when beta will have the latest release applied?**

A: On August 1, 2016, we will update the Alpha environment with changes for Release 6.28 (August 12, 2016 release date), and we will update Beta with the current version of SEVIS.

**Note:** Beta is not updated until two weeks after a release. This allows us to test if the problem was in the Production environment prior to the release, or if it is a problem with the release itself.

**Q: When is the Form I-20 going paperless?**

A: There is no date scheduled at this time.

**Q: For continuing registration, we were initially told that we would be able to use a foreign or U.S. telephone, or say that the student does not have a telephone. However, when the update was made, there is only a spot for U.S. telephone or the checkbox for "student does not have telephone". If you check the box, it will feed that information in to the personal information and will blank out their foreign telephone number. Is there a fix in the works for this?**

A: There was an emergency release on the weekend of July 15, 2016 to address this issue. If you are still experiencing problems, email all details of the issue, including what web browser and version you are using, to [SEVISTechnicalFeedback@ice.dhs.gov](mailto:SEVISTechnicalFeedback@ice.dhs.gov).

## Current Session Start Date

**Q: When will SEVP address the current registration issues related to the Current Session End Date field?**

A: We have received several reports of problems with SEVIS registration, because users cannot edit the Current Session Start Date field. This issue will be resolved with the SEVIS 6.28 Release on August 12, 2016. We will be adding the ability to edit the Current Session Start Date field and will require the entry of the Current Session Start Date during registration of F and M students.

**Q: The Current Session Start Date field is blank for our students and not auto-populated by the nightly job that was supposed to be run. How can we register students via Batch when the field is blank?**



A: This issue will be resolved with the SEVIS 6.28 Release on August 12, 2016. We will require the entry of the Current Session Start Date during registration of F and M students.

**Q: Our school had all of our registration events get rejected in this morning's Batch registration due to the Current Session Start Date being blank. What can we do?**

A: This issue will be resolved with the SEVIS 6.28 Release on August 12, 2016. We will require the entry of the Current Session Start Date during registration of F and M students. If you still have this issue after the August 12<sup>th</sup> release, please email us at [SEVIStechnicalfeedback@ice.dhs.gov](mailto:SEVIStechnicalfeedback@ice.dhs.gov).

For more information on August 12, 2016 release, see Broadcast Message on SEVIS Release 6.28.

**Q: What about records that have a Current Session Start Date and are still not working?**

A: Issues occurred with the Current Session Start Date, because users cannot edit the Current Session Start Date field. This issue will be resolved with the SEVIS 6.28 Release on August 12, 2016, when we will be adding the ability to edit the Current Session Start Date field and will require the entry of the Current Session Start Date during registration of F and M students.

If you still have issues after the August 12<sup>th</sup> release, please email us at [SEVIStechnicalfeedback@ice.dhs.gov](mailto:SEVIStechnicalfeedback@ice.dhs.gov). Include all details on the failed records, what web browser and version was used. If you are experiencing these issues using Batch, also send your email to the SEVIS Batch team at [SEVIS.Batch@ice.dhs.gov](mailto:SEVIS.Batch@ice.dhs.gov). Be sure to include the name of your batch vendor.

For more information on August 12, 2016 release, see Broadcast Message on SEVIS Release 6.28.

## Form I-17

**Q: If we need to make some changes to the Form I-17, should we do it now or wait? When will the changes be up and running?**

A: You should not wait. The release with the Form I-17 changes is scheduled for September 30, 2016.

**Q: Will the upcoming Form I-17 updates affect schools with pending updates at the time of release?**

A: It should not. We are taking this into consideration. For example, we are testing changes made to fields that do not exist any longer in the new Form I-17. We do not anticipate any issues.



**Note:** We do recommend that you check your pending update after this release to make sure it looks all right. If you have any questions, email [SEVISTechnicalFeedback@ice.dhs.gov](mailto:SEVISTechnicalFeedback@ice.dhs.gov), so we can address it.

## Batch

**Q: Will we be able to batch documentation to SEVIS, or will uploading be in real-time interface (RTI) only.**

A: Uploading documents will be only an RTI function. Currently, there is not any good way to batch documents.

**Q: All of our batch transactions are also failing to register in Batch. We have already emailed SEVIS. When can we expect a solution?**

A: We realize many of you are experiencing problems with Batch. We are working on these issues and will release improvements as soon as they become available. Issues caused by not being able to edit the Current Session Start Date field will be resolved on August 12, 2016 with SEVIS 6.28 Release.

**Note:** Implications of the Release 6.28 on Batch Users:

SEVP has repeatedly discussed the registration problems with the batch vendors, who for the most part have indicated they could make the change to support the August 12<sup>th</sup> release. After the August 12<sup>th</sup> release, submission of the Current Session Start Date will be required. Registration events submitted via batch will fail until the school is able to deploy the update to their batch software. Batch schools must use SEVIS real-time interface (RTI) to submit any registration events due before they are able to apply the upgrade to their batch software.

SEVP realizes that schools will not have immediate access to the functionality, even if their batch vendor delivers the software update on time. After delivery of the update, schools must still work with their information technology (IT) team to deploy and test the update at their campus. We recognize this is a strain on resources and comes at a highly inconvenient time – both for the developers of batch software and for the schools. Be assured that this was considered. It is critical to resolve the problems caused by the inability to change the Current Session Start Date, as the cost to schools of not correcting this problem now would be greater.

For more information on August 12, 2016 release, see Broadcast Message on SEVIS Release 6.28.

## Miscellaneous

**Q: When entering a student's passport name, do you enter all the letters or do you leave off the country letters?**



A: Enter the names found in the machine readable section of the passport, leaving out the separator character "<" and the country letters. Enter them in the order shown on the passport. For additional information, refer to the [User Guide](#) on names.

**Q: Under English proficiency, there is no longer a Remarks box when you indicate English proficiency is required but the student does not have the proficiency. For conditional students accepted to both the Individualized Education Program (IEP) and undergraduate/graduate degree programs this presents an issue.**

A: The Remarks box was removed in accordance with [SEVP Policy Guidance S13.2 on conditional admission and English proficiency](#).

**Q: Any estimated date for the "Students who have Approved OPT without Current Employer Information" alert error fix?**

A: We are putting in a fix. It will be part of either the September or December 2016 Release.

**Note:** At this time, SEVP is not going to take action based on accrued days of unemployment showing up on the list, so the students are not in jeopardy.

**Q: Why do transfer students now require a U.S. address? Can DSOs use their institution's address, if the student is not responding to inquiries about their current address?**

A: Transfer students need a U.S. address because they are Active F-1 students and are therefore required to have a U.S. address. If the student is temporarily out of the country or between residences, you can use the school's address and explain this in the Remarks about the Student field.

**Note:** As soon as the student is back in the United States and/or has a U.S. residence, contact the student for their U.S. address and enter it into SEVIS.

**Q: We are experiencing an issue in real-time interface (RTI) for transfer records that have a Program Completion Date more than five months in the past, but are currently in an active period of optional practical training (OPT) or a valid grace period following their OPT. Are you aware of this issue and was it part of the SEVIS 6.27.1 Emergency Release?**

A: Yes, it was. Our developers found a solution and it was included in the July 26, 2016 Release.