## Correction Request Webinar FAQs (September 16, 2016)

**October 7, 2016:     Initial release of FAQs**

## General

**Q:**     **How far back will correction requests date on the *Corrections Management* page?**

**A:**     All of the open and canceled correction requests for a student (including those started before the SEVIS Release 6.29 on September 30, 2016) will appear in the Existing Correction Requests (CR) section of the *Corrections Management* page. However, once a CR is closed in any way aside from cancelation, the request will not be on the Existing CR list. It will remain in the student's Event History.

**Q:**     **When a student goes on a leave of absence, we terminate the SEVIS record for Authorized Early Withdrawal. If the student will be back in class in less than five months, we ask for a correction request to change the record from Terminated back to Active status. Does this fit into one of the new correction request categories?**

**A:**     This would not be a new correction request. Designated school officials (DSOs) should use the Student Status correction request, which is the current process.

**Q:**     **Will there ever be a Temporary Out of the Country function?**

**A:**     There are policy issues to resolve before changing the current process. For now, continue to terminate the students for Authorized Early Withdrawal and use the Student Status correction request to return the student to Active status.

**Q:**     **Is the option "Correct Student Requests to USCIS" only displayed if the designated school official (DSO) has issued a Form I-20 that would have to be submitted to USCIS?**

**A:**     The **Correct Student Requests to USCIS** option is only available when a designated school official (DSO) has supported a request for a USCIS benefit in SEVIS. The option would appear for requested:

- M-1 extensions and transfers
- Optional practical training (OPT)
- Off-campus employment authorization
- Change of Status

**Q:** **Can DSOs adjust program dates, other than using a correction request?**

**A:** Yes, in certain instances DSOs can use the **Manage Initial Program and Session Dates** option under the Actions menu of the *Student Information* page to change the Program Start Date, Program End Date, and Initial Session Start Date. There is more information on the SEVIS Help Hub under [Manage Initial Program and Session Dates](#).

**Q:** **Will SEVIS Release 6.29 allow updating initial session dates without having to change the Program Start Date?**

**A:** DSOs can now change the Initial Session Start Date without changing the Program Start Date. The **Manage Initial Program and Session Dates** hyperlink under the Actions menu allows DSOs to update the Initial Session Start Date, Program Start Date, and Program End Date fields individually or all at the same time.

**Q:** **I tried to use the "Manage Initial Program and Session Dates." However, it did not allow me to make the correction. (I had entered an early end date for the program). I had to request the correction through SEVIS Help Desk.**

**A:** DSOs cannot use the Manage Initial Program and Session Dates function to extend a Program End Date that has passed. If the PDSO Extend Program correction is not available, the DSO must request a correction from the SEVIS Help Desk to extend the student's program. (The PDSO Extend Program option is only available to the principal designated school official (PDSO) for 15 days after the Program End Date.)

**Q:** **Is the Alpha Test Environment on SEVIS Release 6.29?**

**A:** No, it is not.

## PDSO versus DSO Correction Requests

**Q:** **You mentioned that extensions will be a PDSO only option. Will a DSO no longer be able to give an extension to an Active SEVIS record?**

**A:** As before, DSOs can extend student programs before the Program End Date. However, once the Program End Date passes, only the PDSO will have the Extend Program option. It will appear on the *Corrections Management* page. The Extend Program option is only available for 15 days after the Program End Date. This correction option is immediate and does not require SEVIS Help Desk adjudication.

**Q:** **Did you say that DSOs will no longer be able to request corrections, if the request is to change the record back to Initial?**

**A:** To change a SEVIS record status back to Initial, the DSO will have to use the Student Status correction on the *Corrections Management* page. This method will require SEVIS Help Desk processing.

There is a second function that allows PDSOs to change a student record from Active or Canceled back to Initial. This Return to Initial option will only appear to the PDSO on the *Corrections Management* page for 15 days from the date the record changed from

Initial to Active or Canceled. It is immediate and does not require SEVIS Help Desk processing.

**Q:** **In the future, will DSOs be able to request a correction to Cancel Transfer via the Corrections link in SEVIS?**

**A:** Any DSO at the transfer-out school can cancel any transfer before the Transfer Release Date. Once the Transfer Release Date passes, the transfer-out school no longer has control over the student's record.

There is a PDSO function at the transfer-in school, which allows the PDSO to transfer a student who has just transferred-in to another school. The student's record must be created from Draft to Initial status, but not registered yet. This option appears only to the PDSO on the *Student Information* page under the Actions menu, when the student is in Initial status. See the SEVIS Help Hub for more transfer information under the Transfer Guidance.

## SEVIS Email Communications

**Q:** **Will the responsible DSO for the specific correction request still receive an email when the correction is processed (regardless of outcome; approved or denied)?**

**A:** Yes, the PDSO and the responsible DSO should both receive emails from SEVIS about the correction request decision.

**Q:** **What should we do if we do not get the SEVIS emails while correction requests are processed? Sometimes we get denial notifications based on missing requests for information (RFIs) that we never received.**

**A:** SEVIS uses the email address that is on the Form I-17 when contacting P/DSOs. If you are not been receiving SEVIS emails, confirm that your email address is correct on the Form I-17. Check also your Junk or Spam email folders. If neither of these solves the problem, please contact SEVISTechnicalFeedback@ice.dhs.gov, and we will look into it.

## I-901 Flag

**Q:** **What should we do if the correction request is for a student who has paid the I-901 SEVIS Fee, but still has the I-901 Flag?**

**A:** Before DSOs can request a correction, the school and the student must work with the I-901 Team at fmjfee.sevis@ice.dhs.gov to remove the flag.

**Q:** **If the student has gone from Initial to Canceled status, must he pay the I-901 SEVIS Fee before the PDSO can change his record back to Initial?**

**A:** Yes. No corrections can be done on a record without an I-901 payment.

## Upload Evidence

**Q:** **After SEVIS Release 6.29 goes into Production, will the Upload Evidence button appear, but be disabled until the technical difficulties are solved; or will the button be added only after the technical difficulties are solved?**

**A:** The Upload Evidence button will appear on the Available Actions section of the *Corrections Management* page. However, it will be grayed-out and users will not be able to click on it.

**Q:** **What should we do with the evidence until the upload works?**

**A:** School officials will continue to email evidence until the Upload Evidence function works.

**Q:** **When the Upload Evidence function is available, is it likely to make corrections go faster, since we do not have to wait for a request for evidence (RFE)?**

**A:** Yes, it should speed up the corrections request process.

**Q:** **When the Upload Evidence function works, will we be able to upload evidence for data fix requests?**

**A:** No, the Upload Evidence function will be specifically for correction request and Form I-17 evidence.