



U.S. Immigration
and Customs
Enforcement



SEVP
STUDENT AND EXCHANGE VISITOR PROGRAM

SEVP Webinar Series: Ask the Experts
PDSO/DSO Updates Way Ahead
Feb. 18, 2016, 1 p.m. EST

Webinar Presenters



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Presentation Overview

- Today's presentation agenda is on the right-hand side of your screen
- Submit questions through the Q&A box on the right-hand side of your screen
 - Presenters will only answer general questions on today's webinar topic
- Need to leave early? A recording of today's presentation will be available through the Study in the States Stakeholder Webinars page
 - StudyintheStates.dhs.gov/Stakeholder-Webinars

The Way Ahead

Background

- Analyzed stakeholder feedback to determine top concerns
 - Identified processing times for Form I-17, “Petition for Approval of School for Attendance by Nonimmigrant Student,” updates as number one concern
 - Primary stakeholder concern is principal designated school official (PDSO) and designated school official (DSO) updates
- Developing short, medium and long-term goals to improve processing for all Form I-17 updates
 - Current focus on PDSO and DSO updates backlog

PDSO and DSO Updates

Goals

- Goal
 - Eliminate the PDSO and DSO updates backlog by close-of-business March 25, 2016
- Strategy
 - Use SEVP field representatives to assist with PDSO and DSO update adjudications
 - Process an established number of PDSO and DSO updates per week



PDSO and DSO Updates

Goals

- Goal
 - Provide adjudication decisions within 10 business days of receipt for any new PDSO or DSO update beginning March 31, 2016
 - Request must include complete and accurate supporting documentation
- Strategy
 - Establish more timely and firm issuance of cancellations or denials for incorrect submissions or unresponsiveness



Tracking Our Progress

Reducing the Backlog

- Average backlog numbers at start of project: 783
 - Locked petition requests: 280
 - Standalone PDSO and DSO updates: 132
 - Combined PDSO and DSO updates: 371
- Current average number of cases in queue: 228
 - Locked petition requests: 73
 - Standalone PDSO and DSO updates: 59
 - Combined PDSO and DSO with other updates: 96

Tracking Our Progress

Reducing the Backlog

- Developed and deployed Student and Exchange Visitor Information System (SEVIS) functionality to identify pending PDSO and DSO updates
- Streamlined SEVP School Certification Unit's adjudicator role and internal processes for PDSO and DSO updates
- Updated DSO Fact Sheet on ICE.gov and developed SEVIS School Official Job Aids for Study in the States

What School Officials Need to Know

Submit Complete Petition Requests

- Submit a PDSO or DSO update request that includes all supporting documentation
 - Signed Form I-17
 - Supporting evidence
- Gather and prepare all signatures and supporting evidence **before** submitting a PDSO or DSO update request



What School Officials Need to Know

Respond to SEVP in a Timely Manner

- Respond to SEVP as soon as possible, especially for an RFE
 - Lack of response to an RFE will result in denial of the update
 - Only provide information or documents requested in the RFE



What School Officials Need to Know

Submit PDSO and DSO Updates Alone

- Submit PDSO and DSO updates separately from other Form I-17 updates in SEVIS
 - Allows adjudicators to quickly identify PDSO or DSO updates



The Way Ahead

Next Steps

- Hire additional federal adjudicators to assist with School Certification Unit processing
 - **Form I-17 updates, recertification and initial certification**
- Identify improvements for other Form I-17 updates



PDSO and DSO Updates *Resources*

- ICE.gov/SEVP
 - DSO Update Process Fact Sheet
 - SEVIS User Guide
- Study in the States
 - SEVIS Help Hub
 - SEVIS Job Aid: Update School Officials
 - SEVIS Job Aid: Update School Officials Process Flow Sketches
 - Dec. 11, 2015 DSO Updates Webinar



Question and Answer

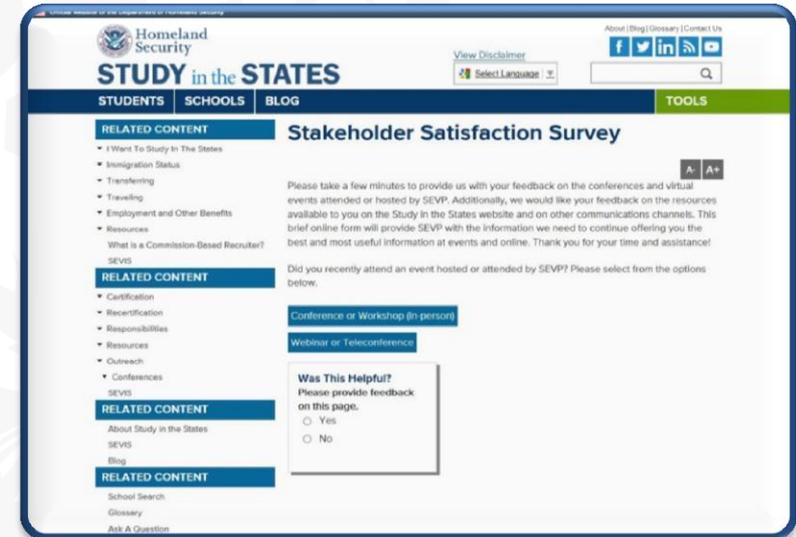
- Submit questions using the Q&A box on the right-hand side of your screen
- Remember, presenters can only answer general questions on the webinar topic



SEVP Values Your Feedback

StudyintheStates.dhs.gov/Survey

- Take our Stakeholder Satisfaction Survey today
- Your opportunity to provide feedback on this conference presentation
- Comments reviewed throughout the year



SEVP Contact Information

- Contact the SEVP Response Center by:
 - **Phone:**
 - 703-603-3400, or
 - 800-892-4829
 - **Email:**
 - For case-specific questions, email SEVP@ice.dhs.gov.
 - For technical issues or SEVIS-specific questions, email SEVISHelpDesk@ice.dhs.gov.
 - Monday through Friday, 8 a.m. to 6 p.m. ET, except holidays
- Additional contact information:
 - StudyintheStates.dhs.gov/Contact-Us