



U.S. Immigration
and Customs
Enforcement

SEVP
STUDENT AND EXCHANGE VISITOR PROGRAM

EnglishUSA Stakeholders Conference

Oct. 4, 2019

Presentation Overview

1

THE LATEST NEWS

2

NOTIFICATIONS AND FOLLOW-UP

3

DON'T FORGET

4

FACTS + FIGURES

5

HELPFUL RESOURCES

THE LATEST NEWS

Do You Have More than One SEVIS Account?

Merge Your Accounts Today

- Users should continue to submit SEVIS account merging requests
 - Applies only for DSOs with more than one SEVIS username
 - Account merge not mandatory
- **How to merge accounts:**
 - Ensure first and last names are the same across all SEVIS accounts
 - Email request to SEVP@ice.dhs.gov
 - Include subject line “Merge Accounts”
 - Include a table with:
 - Current active SEVIS username information and organizations
 - Whether each organization is a batch school or program
 - Desired username for merged account

Requests processed in the order in which they are received

Users may experience issues logging into SEVIS

Merging SEVIS Accounts

Information for DSOs to Submit

Last Name	First Name	Active Usernames	School or Program Name	School or Program Number	User Role	Batch	Use Going Forward
Smith	Jon	Jsmith12345	SEVP University	WAS12345 67890 P-1-12345	DSO ARO	Y	Y
Smith	Jon	Jsmith54321	SEVP University of the South	ATL987564 1230	DSO	N	N

Reference the Merging SEVIS Accounts Job Aid for more information
StudyintheStates.dhs.gov/Assets/Merging_SEVIS_User_Accounts.pdf

New SEVP Policy Guidance

Form I-20 and Recruiters

- **Specifies that DSOs must issue and send Forms I-20 directly to prospective students and their dependents**
 - For minors, DSOs must send Forms I-20 directly to the student's parent or legal guardian
 - Recruiters have no role in issuing or handling Forms I-20
- **Reasons for guidance**
 - Privacy
 - Fraud prevention
 - Consistent with laws and regulations

Read the SEVP policy guidance Form I-20 Issuance and School Use of Recruiters at [ICE.gov/SEVIS/Schools](https://ice.dhs.gov/SEVIS/Schools)

Frequently Asked Question



Recruiters

Can a school mail a Form I-20 to a third-party if it has power of attorney from the student's legal parent or guardian to provide oversight of the student?

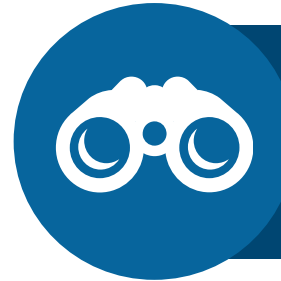
NOTIFICATIONS AND FOLLOW-UP

SEVIS Update

Accomplishments and Future Plans

- **Key accomplishments:**

- Stabilized SEVIS and improved capabilities to close vulnerabilities
- Migrated SEVIS to the Cloud in February 2019
- Launched the SEVP Portal in March 2018



REMEMBER:

SEVP communicates upcoming SEVIS changes via Study in the States

- **Future plans:**

- Develop a person-centric platform
 - SEVP will coordinate with CBP to leverage existing technologies
- Expand the SEVP Portal for students

Field Representative Unit Updates

Current Field Representative Vacancies

- 58 field representatives deployed
- Two vacancies remain in:
 - Omaha, Nebraska
 - Milwaukee, Wisconsin

TOEFL Scams

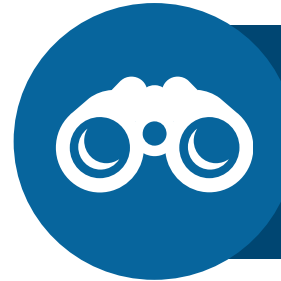
Reminders for DSOs

- Students should be wary of individuals who offer to take the TOEFL exam on their behalf
 - TOEFL fraud could violate a student's nonimmigrant status
- Report TOEFL-related fraud to:
 - SRC
 - Educational Testing Service
 - HSI Tip Line
 - 866-347-2423
 - [ICE.gov/Tips](https://ice.dhs.gov/tips)

SEVIS Express

Reminders for DSOs

- **SEVIS Express website collecting I-901 SEVIS Fee payments**
 - Website is not affiliated with SEVP
- **Remind your students:**
 - Only [FMJFee.com](https://www.fmjfee.com) is certified to collect I-901 SEVIS Fee payments
 - Special payment instructions for certain African countries
 - Certified check
 - Money order
 - Western Union Quick Pay



REMEMBER:

Encourage your students to review I-901 SEVIS Fee payment instructions

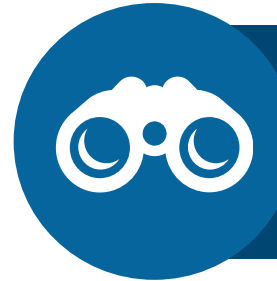
Send questions to the I-901 SEVIS Fee customer support
[ICE.gov/SEVIS/I901](https://ice.gov/SEVIS/I901)

DON'T FORGET...

Annual Vacation Eligibility

Reminders for Students and DSOs

- **F students must complete one full academic year to be eligible for annual vacation**
 - Students must intend to register for classes the next academic term
 - Students may take many, few or no classes during a vacation
- **Schools should have clear and consistent vacation policies**
 - School policy should comply with SEVP Policy Guidance for Adjudicators 1408-01: Academic Year
 - Located at [ICE.gov/SEVIS/Schools](https://ice.dhs.gov/SEVIS/Schools)



REMEMBER:

Students not eligible for an annual vacation must enroll in a full course of study

Student Travel

Best Practices for DSOs

- **Sign Form I-20 prior to international travel**
 - Signature valid for one year
 - Signature valid for six months for students on approved OPT
 - Provide students with emergency contact information
 - Include 24-hour emergency contact information
- **Encourage students to:**
 - Talk with their DSO prior to international travel
 - Review CBP rules prior to departure and return
 - Be familiar with primary and secondary inspection
 - Hand-carry all required documentation



Student Finances

Verifying Financial Support

- Verifying financial support required by regulation
- Evidence of financial support includes, but is not limited to:
 - Family bank statements
 - Documentation from a sponsor
 - Financial aid letters
 - Scholarship letters
- Remember:
 - Schools may have specific requirements for acceptable documentation
 - Ensure student has sufficient finances

Student Finances

Tuition and Living Expenses

- **Cost information on the Form I-20 should include:**
 - Average school tuition and fees for academic session
 - Living expenses
 - Other costs
- **Duration for financial expenses should cover:**
 - Complete program of study, *OR*
 - A 12-month period, whichever is shorter

FACTS + FIGURES

SRC Deep Dive

SRC Call Data



Average number of phone calls received per month	10,200 calls
Average amount of time until a customer service representative answers the phone	1 minute and 30 seconds
Average call length	21 minutes

Data as of May 2019

SRC Deep Dive

Stakeholder Questions

SEVP RESPONSE CENTER INQUIRIES



Top three SRC stakeholder inquiries:
Form I-17 updates and recertification
Correction requests
OPT

SRC Deep Dive

Level I and Level II

Level I	Level II
Responds to all stakeholder calls and emails	Processes requests that require change to SEVIS data, such as correction requests and data fixes
	Provides analysis to SEVP units for adjudication purposes

HELPFUL RESOURCES

Resource for New DSOs

Download New Resource Guide

- Points new DSOs to useful information to identify resources and assist with reporting requirements
 - Creating an Initial Form I-20
 - Maintaining accurate SEVIS records
 - Record registration guide
 - SEVIS name standards
 - Proof of financial support
- Resources divided into three sections:
 - General resources
 - SEVIS resources
 - Contact information



REMEMBER:

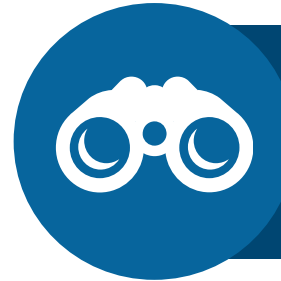
Access this guide and other resources on the Study in the States Resource Library

StudyintheStates.dhs.gov/Resource-Library

Enhanced Resource

Evidence Guides and Checklists

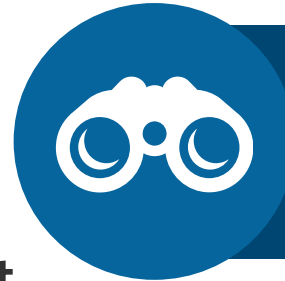
- **Definition of Evidence Guide**
 - Overview of common evidence required for SEVP adjudications
- **Evidence checklists organized according to action the school plans to take and school type**
 - Action:
 - Initial SEVP certification
 - Form I-17 updates
 - Recertification
 - School type:
 - Accreditation status
 - K-12, flight school, postsecondary



REMEMBER:
Evidence checklists located
at [ICE.gov/SEVIS/Schools](https://ice.dhs.gov/SEVIS/Schools)

Study in the States Facebook Chatbot

- Facebook Chatbot provides information to prospective and current international students on:
 - Studying in the United States
 - Finding an SEVP-certified school
 - Financial ability and financial aid
 - Paying the I-901 SEVIS Fee
- Students can access the chatbot in two ways:
 - Clicking the “Send Message” button
 - Using the Facebook Messenger app on mobile devices



DSOs:

Tell your students about the Facebook Chatbot today!

Like Study in the States on Facebook to stay up to date with the latest SEVP news

Sign up for GovDelivery

Subscribe to Receive Updates

- **SEVP distributes regular program updates via GovDelivery**
 - SEVP Spotlight newsletter
 - SEVP Outreach Bulletin
 - Monthly program newsletter
 - Breaking program news
- **Subscribe to receive GovDelivery updates at [ICE.gov/SEVP](https://ice.gov/SEVP)**
 - Enter email in the Stay Connected box on left side of page



REMEMBER:

Sign up to receive updates from SEVP's government partners

Connect with Study in the States

Social Media



TWITTER
[@StudyinStates](#)



LINKEDIN

[Linkedin.com/Company/Student-and-Exchange-Visitor-Program](https://www.linkedin.com/company/student-and-exchange-visitor-program)



FACEBOOK

[Facebook.com/StudyintheStates](https://www.facebook.com/StudyintheStates)

Engage with SEVP

Stay Connected



KEY NEWS AND CONTENT

StudyintheStates.dhs.gov/Blog

Publications

Available through GovDelivery

SEVP Spotlight

SEVP Outreach Bulletin



ENGAGE THROUGH CONFERENCES

Fill out the SEVP Event
Request Form at

StudyintheStates.dhs.gov/Conferences



[@StudyinStates](https://twitter.com/StudyinStates)



Facebook.com/StudyintheStates



Linkedin.com/Company/Student-and-Exchange-Visitor-Program

SEVP Contact Information



PHONE

703-603-3400
800-892-4829



EMAIL

Case-specific questions
SEVP@ice.dhs.gov
Technical issues
SEVISHelpDesk@ice.dhs.gov

Monday through Friday, 8 a.m. to 6 p.m. ET, except federal holidays
Additional contact information at StudyintheStates.dhs.gov/Contact-Us

Contact your local field representative for questions about SEVP policies, processes and updates