



## School Official Resources

The Student and Exchange Visitor Program (SEVP) field representatives are a key resource for SEVP-certified schools. Field representatives are here to serve as day-to-day liaisons between you and SEVP. Listed below are useful contacts and resources for your daily use.

Please note: You should contact your field representative for questions regarding general topics. If you receive specific questions from an SEVP unit, such as School Certification, you should respond to them directly.

### **Study in the States Resources (StudyintheStates.dhs.gov)**

*Study in the States serves as an innovative information hub for the international student community by bringing together the various Federal agencies that play a role in implementing student visa and exchange visitor programs.*

Resource	Description	Location
<b>SEVP 101 Video</b>	Explains how SEVP supports the U.S. Immigration and Customs Enforcement (ICE) and Homeland Security Investigations' mission to support and protect national security.	<a href="http://StudyintheStates.dhs.gov/2014/01/sevp-101">StudyintheStates.dhs.gov/2014/01/sevp-101</a>
<b>SEVP Webinars</b>	SEVP hosts webinars with other U.S. Department of Homeland Security (DHS) components on <i>Study in the States</i> to educate stakeholders on various program topics and international education.	<a href="http://StudyintheStates.dhs.gov/stakeholder-webinars">StudyintheStates.dhs.gov/stakeholder-webinars</a>
<b>Draft &amp; Interim Final Guidance Page</b>	A resource page that explains SEVP draft and interim final guidance, and provides stakeholders the ability to provide feedback on guidance (where applicable) during open comment periods.	<a href="http://StudyintheStates.dhs.gov/sevp-guidance-for-comment">StudyintheStates.dhs.gov/sevp-guidance-for-comment</a>
<b>Study in the States Blog</b>	A daily blog with news and insights for international students and school officials about studying in the United States.	<a href="http://StudyintheStates.dhs.gov/blog">StudyintheStates.dhs.gov/blog</a>
<b>SEVIS Help Hub</b>	Information about the current Student and Exchange Visitor Information System (SEVIS), as well as upcoming enhancements and available resources.	<a href="http://StudyintheStates.dhs.gov/sevis-help-hub">StudyintheStates.dhs.gov/sevis-help-hub</a>
<b>STEM OPT Hub</b>	Information about the new regulation to assist school officials, F-1 students and interested employers.	<a href="http://StudyintheStates.dhs.gov/stem-opt-hub">StudyintheStates.dhs.gov/stem-opt-hub</a>
<b>Conferences and Outreach</b>	Download the monthly SEVP Conference Bulletin and <i>SEVP Spotlight</i> quarterly newsletter; and provide feedback about events.	<a href="http://StudyintheStates.dhs.gov/conferences">StudyintheStates.dhs.gov/conferences</a>
<b>A Guide to Completing the Form I-17</b>	In this tutorial, users can learn how to complete the Form I-17 to properly petition for certification; complete each field of the form; add school officials; and add instructional sites for the first time.	<a href="http://StudyintheStates.dhs.gov/tutorial-a-guide-to-completing-the-form-i-17">StudyintheStates.dhs.gov/tutorial-a-guide-to-completing-the-form-i-17</a>
<b>I-901 Payment Tutorial</b>	Once students receive acceptance to an SEVP-certified school, they must pay the I-901 SEVIS fee. In this tutorial, users can learn about each step of the payment process.	<a href="http://StudyintheStates.dhs.gov/i-901-sevis-fee-payment-tutorial">StudyintheStates.dhs.gov/i-901-sevis-fee-payment-tutorial</a>

### **ICE.gov Resources (www.ice.gov)**

*Official SEVP website offering the latest information and resources for F (academic) and M (vocational) students, as well as DSOs*

Resource	Description	Location
<b>ICE/SEVP Schools Resources Page</b>	Resources for SEVP-certified schools ranging from technical guidance and information to emergency information.	<a href="http://ICE.gov/sevis/schools">ICE.gov/sevis/schools</a>
<b>SEVIS Reporting Requirements for DSOs</b>	Information regarding SEVIS reporting requirements, associated time limits and automatic SEVIS functions.	<a href="http://ICE.gov/sevis/dso-requirements">ICE.gov/sevis/dso-requirements</a>
<b>DSO Training</b>	SEVP's online training course for DSOs.	<a href="http://ICE.gov/exec/training/login.asp">ICE.gov/exec/training/login.asp</a>
<b>SEVIS Log-in Page</b>	Entrance page for accessing SEVIS.	<a href="http://egov.ice.gov/sevis">egov.ice.gov/sevis</a>

## Contact Information

*These contacts are available to assist you with questions, comments and concerns regarding FRU and SEVP in general.*

Contact	Purpose	Details
<b>SEVP Response Center</b>	Assists with all SEVP-related questions.	Phone: 800-892-4829 703-603-3400 Email: <a href="mailto:SEVP@ice.dhs.gov">SEVP@ice.dhs.gov</a> (general) <a href="mailto:SEVISHelpdesk@ice.dhs.gov">SEVISHelpdesk@ice.dhs.gov</a> (technical)
<b>SEVP School Certification</b>	Assists with all certification, recertification and update questions.	<a href="mailto:schoolcert.sevis@ice.dhs.gov">schoolcert.sevis@ice.dhs.gov</a> 703-603-3400
<b>I-901 SEVIS Fee Contact</b>	Assists with all questions regarding the SEVIS I-901 fee and payment process.	<a href="mailto:Fmiffee.sevis@ice.dhs.gov">Fmiffee.sevis@ice.dhs.gov</a> 212-620-3418
<b>J Visa Contact</b>	Assists with all questions regarding J visas.	<a href="mailto:Jvisas@state.gov">Jvisas@state.gov</a>
<b>Form I-515A, "Notice to Student or Exchange Visitor"</b>	Students who arrive at the U.S. port of entry without all of their required documents, or with unsigned or missing information, may be issued a Form I-515A for temporary admission. Direct questions about the Form I-515A to this e-mail address and mail completed documentation to the address listed to the right.	<a href="mailto:SEVIS.I-515@ice.dhs.gov">SEVIS.I-515@ice.dhs.gov</a> Student and Exchange Visitor Program ATTN: SEVIS/I-515A Processing Team DHS/ICE 500 12 <sup>th</sup> Street SW STOP 5600 Washington, D.C. 20536-5600
<b>Customs and Border Protection (CBP)</b>	Assists with questions for students about entering the United States, secondary inspection, Form I-94, or other CBP policies and procedures. <i>If you are unable to find the information you need in the Q&amp;A tool, the CBP INFO Center is open Monday-Friday between 9 a.m. and 12 p.m. and then again from 1 p.m. to 4 p.m. ET.</i>	Question and Answer tool <a href="https://help.cbp.gov/">https://help.cbp.gov/</a> CBP INFO CENTER 1-877-CBP-5511
<b>U.S. Citizenship and Immigration Services (USCIS)</b>	Answers questions regarding employment, e-Verify, USCIS ELIS, changing visa status, or other USCIS policies and procedures. <i>Customers can access automated information through a menu of options 24 hours a day, 7 days a week. During regular business hours, customers who need more information or assistance can be transferred to a customer service representative.</i> <i>If you contacted the National Customer Service Center with a case-related inquiry and you have not received a response after 30 days, you may email the appropriate USCIS Service Center with your inquiry.</i>	National Customer Service Center 1-800-375-5283 USCIS Service Centers <i>California Service Center:</i> <a href="mailto:CSC.Schools@uscis.dhs.gov">CSC.Schools@uscis.dhs.gov</a> <a href="mailto:CSC.StudentEAD@uscis.dhs.gov">CSC.StudentEAD@uscis.dhs.gov</a> (EAD issues only) <i>Potomac Service Center:</i> <a href="mailto:PSC.StudentEAD@uscis.dhs.gov">PSC.StudentEAD@uscis.dhs.gov</a> <i>Texas Service Center:</i> <a href="mailto:TSC.Schools@uscis.dhs.gov">TSC.Schools@uscis.dhs.gov</a> <i>Vermont Service Center:</i> <a href="mailto:VSC.Schools@uscis.dhs.gov">VSC.Schools@uscis.dhs.gov</a> <a href="mailto:VSC.StudentEAD@uscis.dhs.gov">VSC.StudentEAD@uscis.dhs.gov</a> (EAD issues only)
<b>Department of State</b>	Assists with information regarding all aspects of student visa requirements and associated processes, the J-1 visa program and Department of State-supported network of hundreds of advising centers around the world.	<a href="http://travel.state.gov/">travel.state.gov/</a> <a href="http://J1visa.state.gov/">J1visa.state.gov/</a> <a href="http://www.educationusa.info/">www.educationusa.info/</a>
<b>HSI Tip Line</b>	To report potential non-compliance issues.	1-866-347-2423 <a href="http://ICE.gov/tips">ICE.gov/tips</a>



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