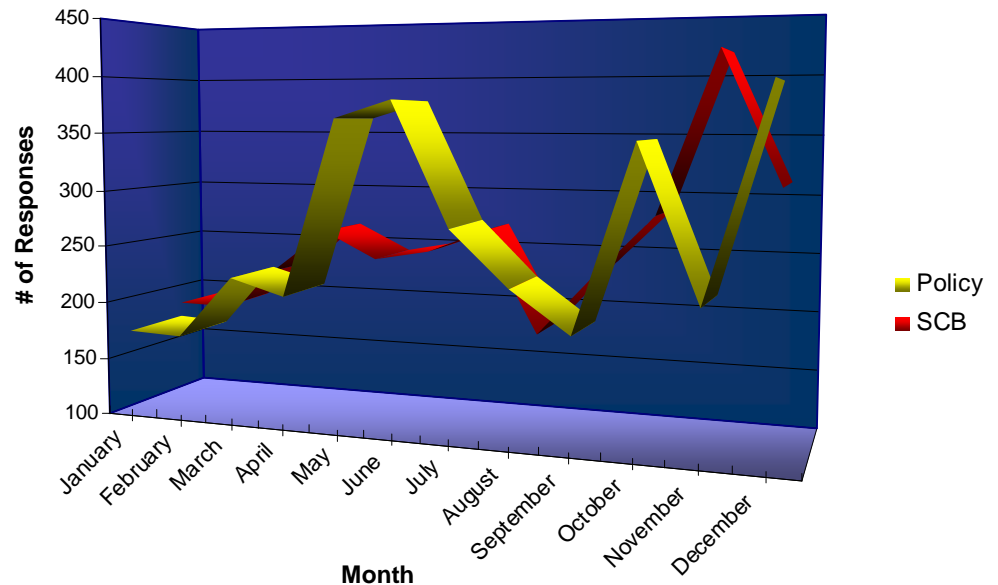# SEVP Q&A

NAFSA 2009

SEVP Customer Service

Policy E-mail Responses
- 2008
  - 3206 total
  - 267 per month
- 2009 (through April)
  - 1238 total
  - 310 per month

School Cert E-mail Responses
- 2008
  - 3053 total
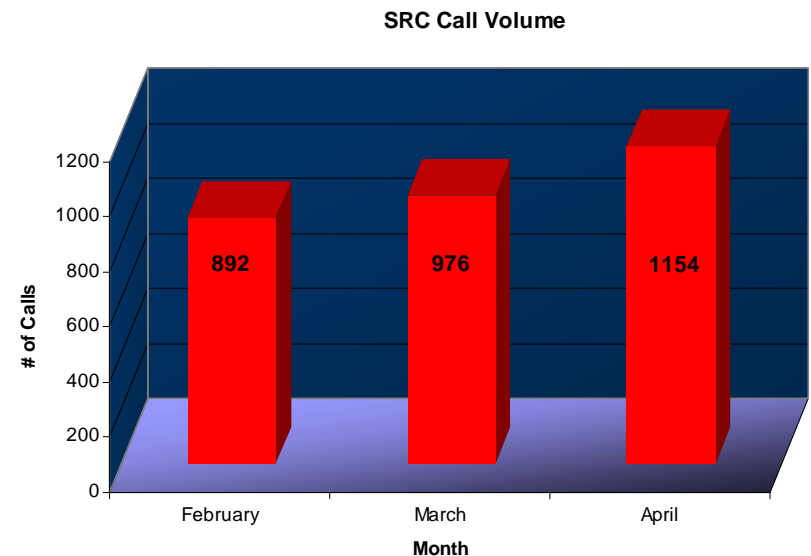 - 254 per month
- 2009 (through April)
  - 1452
  - 363 per month

2008 Policy and SCB E-mail Responses

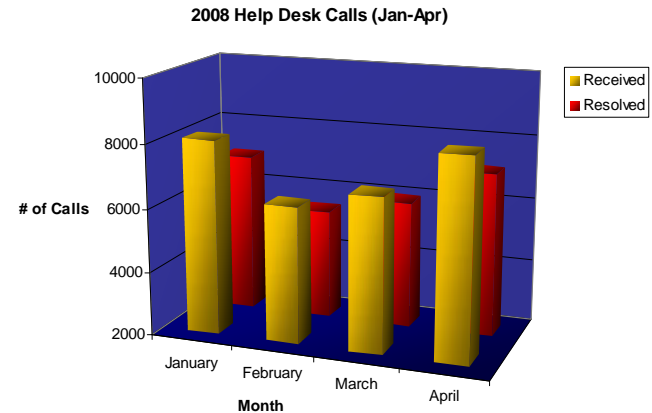# SEVP Customer Service

SEVP Response Center (SRC)

- Launched January 26, 2009

- More than 3,000 calls received

- Resolved 82% on initial call
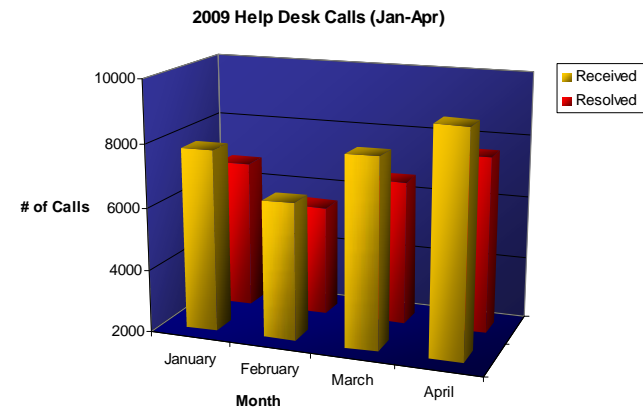
SRC Call Volume

SEVP Customer Service

2008 Help Desk Calls (Jan-Apr)

- 29,515 received
- 87% resolved in month received

2009 Help Desk Calls (Jan-Apr)

- 31,304 received
- 85% resolved in month received

2008 Help Desk Calls (Jan-Apr)

Received
Resolved

# of Calls

10000
8000
6000
4000
2000

January February March April

Month

2009 Help Desk Calls (Jan-Apr)

Received
Resolved

# of Calls

10000
8000
6000
4000
2000

January February March April

Month

Upcoming Regulations

8 CFR 214.1- 4

- Notice of Proposed Rulemaking – 60 day comment period
- Expected publication is summer 2009
- Legacy rulemaking
  - Addresses significant changes identified/requested during the past 5 years
  - SEVIS II implements, but does not drive the rule changes
  - Accommodates identified technical and procedural modifications
  - Removes pre-SEVIS language
  - Reflects transition to SEVIS II

Upcoming Regulations

OPT

- Final Rule
- Addresses comments on Interim Final Rule including, but not limited to:
  - STEM
  - Distinction between pre- and post-completion OPT
  - Periods of authorized unemployment
- Establishes standard, transparent process for modifications to STEM list

Flight

- Clarifies eligibility, practical training and program duration
- Moves eight J flight programs from Department of State

New and Upcoming Guidance

Recently Published:

- Updated OPT Guidance

- OPT Checklist for Students

- Cap Gap Fact Sheet for Employers

Upcoming:

- Recertification Guidance

- DMV Fact Sheet

- CPT Guidance

SEVP and USCIS

- Ongoing and regular coordination on issues, guidance and regulations
- USCIS participation in monthly SEVP policy and technical conference calls
- Monthly call with Service Centers

Recertification Update

- Stage 1: Ongoing…keep submitting Form I-17 updates and reviewing student records

- Stage 2: Coordination between recertification and SEVIS II implementation

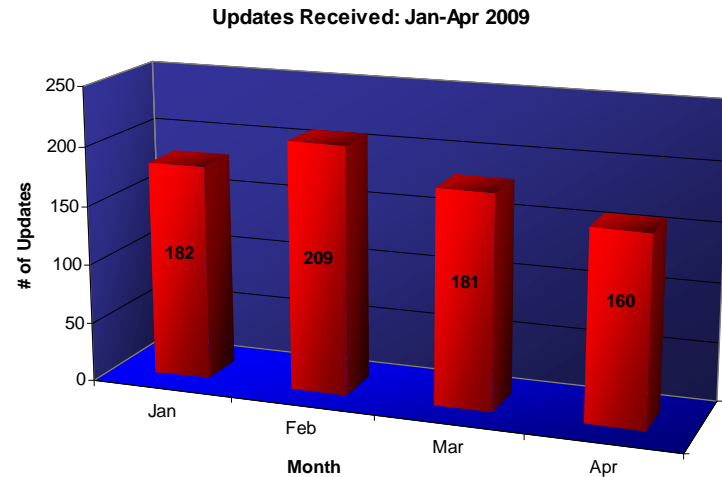- Stage 3: Integration between recertification and SEVIS II

Petition Updates

2008 Petition Updates

- 113 per month

2009 Petition Updates

- 183 per month

Updates Received: Jan-Apr 2009

Recent Releases

6.01
- Emergency release allows batch schools to update employment history on student records

6.02
- Fix for temporary users who were sent e-mails when programs were canceled
- Fix to allow batch users to edit all OPT segments
- Fix to ensure exchange visitor (EV) foreign address fields cannot be copied from one record to another

Upcoming Release

I-901
- Anticipated release June 2009
- Updates Form I-901 payment instructions on www.fmjfee.com to inform students it may take longer to process a payment
- Updates payment acceptance process to reflect the switch from DHL to UPS for domestic expedited delivery

Ruby
- Anticipated release fall 2009
- Updates to the maintenance of inactive school and sponsor officials
- Corrections to the event history for students and exchange visitors
- Addresses issues with the Annual Report for Sponsors
- Introduces new Department of State System Support User Role
- Allows DSOs to update records in Terminated or Completed status

SEVP Resources

- SEVP Web site: www.ice.gov/sevis
- SEVP Response Center: (703) 603-3400
- General e-mail: sevis.source@dhs.gov
- School Certification Branch:
  - E-mail: schoolcert.SEVIS@dhs.gov
  - Phone: (703) 603-3591
- SEVIS Help Desk: 1-800-892-4829