



U.S. Immigration
and Customs
Enforcement



SEVP Q&A

NAFSA 2009



SEVP Customer Service

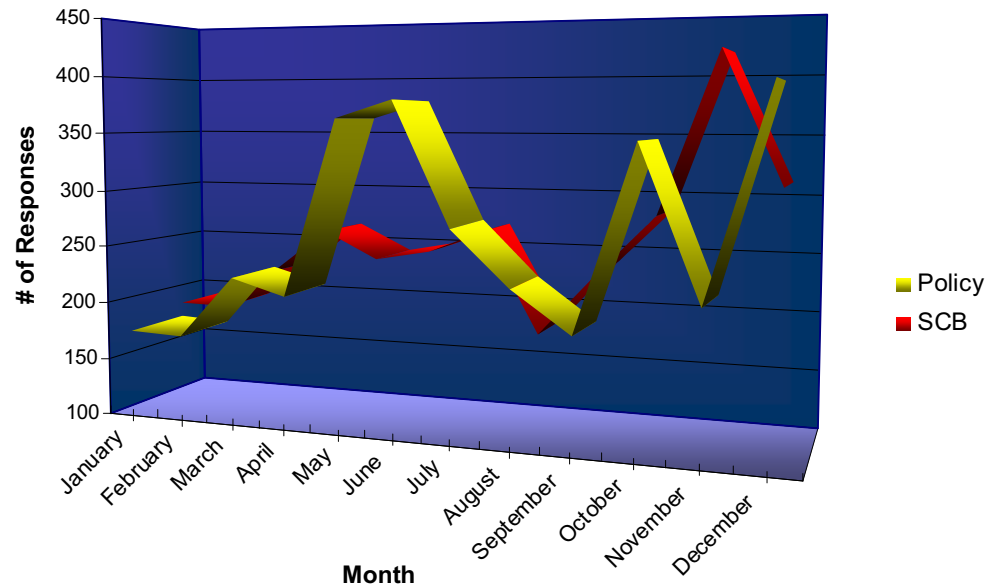
Policy E-mail Responses

- 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

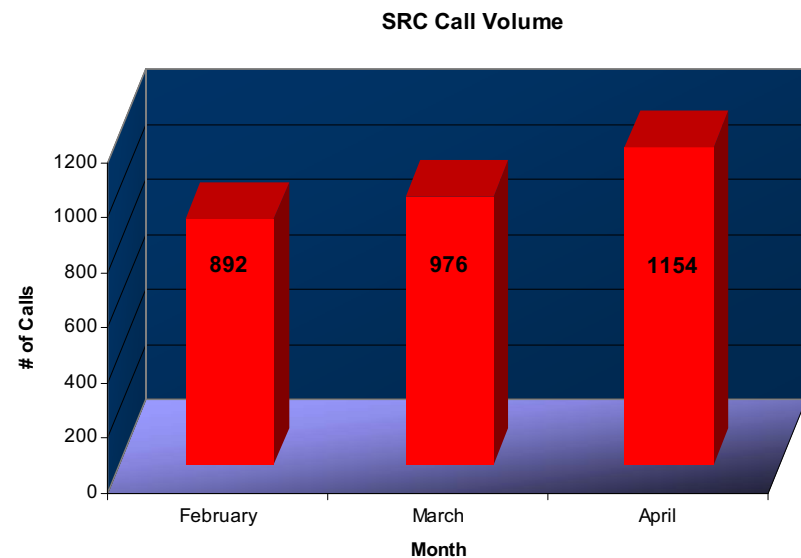
2008 Policy and SCB E-mail Responses



SEVP Customer Service

SEVP Response Center (SRC)

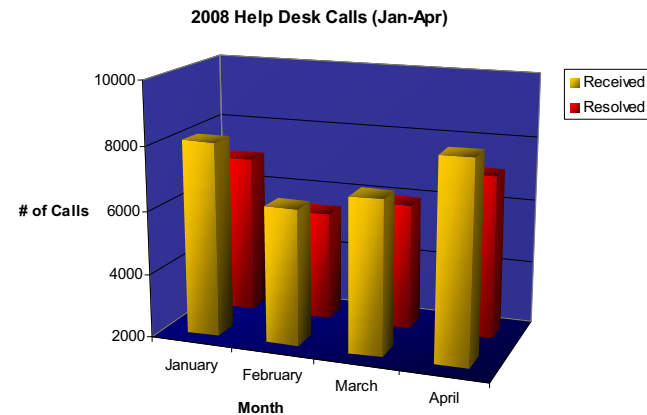
- Launched January 26, 2009
- More than 3,000 calls received
- Resolved 82% on initial call



SEVP Customer Service

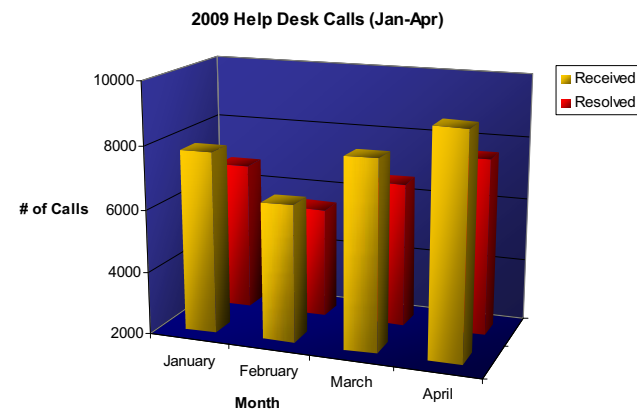
2008 Help Desk Calls (Jan-Apr)

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



2009 Help Desk Calls (Jan-Apr)

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



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



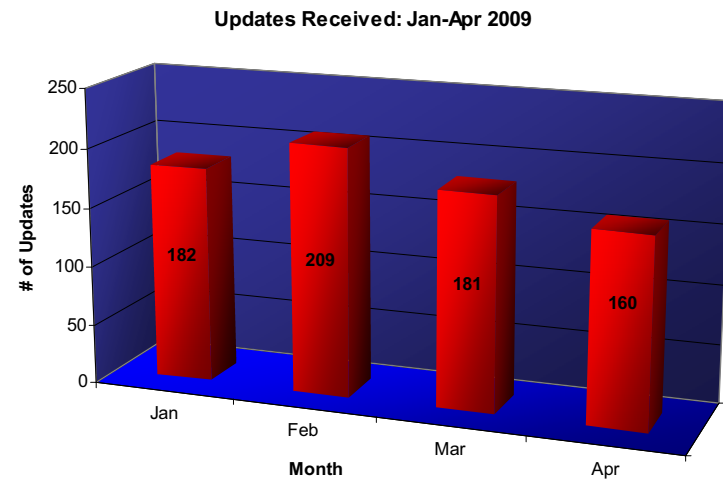
Petition Updates

2008 Petition Updates

- 113 per month

2009 Petition Updates

- 183 per month



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

