



U.S. Immigration and Customs Enforcement



Student and Exchange Visitor Program

Washington International Education Conference

January 23, 2006

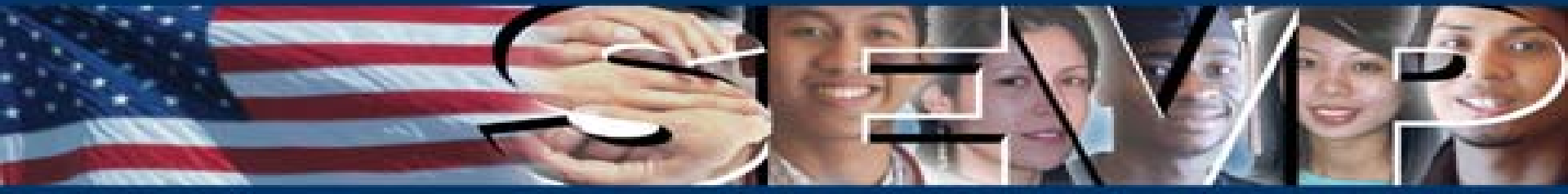
Student and Exchange Visitor Program

Our Vision

Only legitimate foreign students and exchange visitors

Our Mission

To enhance national security by maintaining and providing reliable information



SEVIS Accomplishments

Improvements to Data Integrity

- Elimination of backlogged data fix requests
- Improve the success of data sharing with other systems

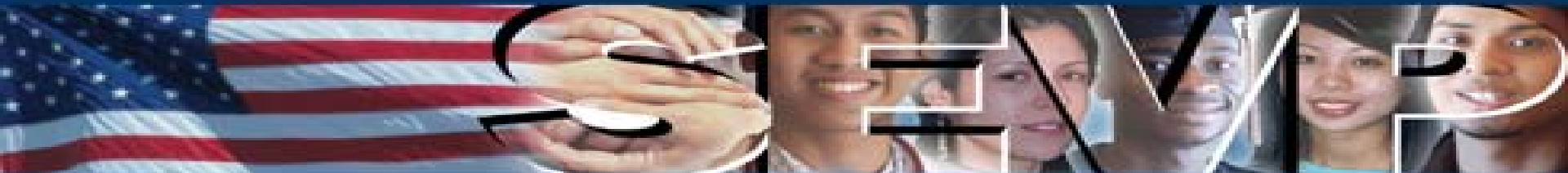
Additional User Functionality

- SEVIS 5.1 added limited correction functionality for school officials and program sponsors



Upcoming SEVIS Releases

- Release 5.2 – Scheduled for January 27. Updates standards on password issuance and replaces “INS” with “DHS”.
- Release 5.3 – Scheduled for 2nd quarter of FY2006. This is a system maintenance release (no user impact).
- Release 5.4 – tentatively scheduled for Fall 2006. Includes additional SEVIS Alerts and Lists, as well as functionality to support the latest professor and J scholar program regulations.



SEVIS Help Desk: 1-800-892-4892

- Acts as initial point of contact for SEVIS technical issues or submission of help desk tickets; password resets and user training
- Volume (July 2002 – October 2005)
 - 310,000 calls to date
 - Average 8652 calls a month
 - Busiest months are June, July and August
- Currently conducting a customer satisfaction survey
 - 95% overall satisfaction rating (927 surveys)

Please take the time to respond to the survey – this is your opportunity to let us know how well the help desk serves your needs



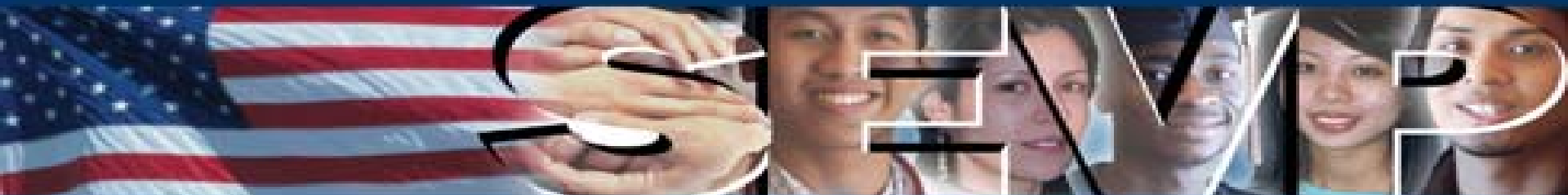
School Certification

Currently there are 8319 schools certified to use SEVIS and host foreign students.

- Recertification review to begin within the next 12 months
- Compliance reviews ongoing

A Lesson Learned from Hurricane Katrina: please take the time to review your institution's contact information for accuracy and currency:

- Keep your I-17 program information up to date.
- Consider using at least two DSOs.



Regulation and Policy Update

- Policy Initiatives
 - School Recertification Rule
- Current SEVIS Operating Instructions
 - SEVIS I-901 Fee
 - Travel
 - School Certification
 - Employment
 - Hurricane Katrina/Rita
- Planned SEVIS Operating Instructions
 - Employment: OPT and CPT
 - Social Security and Tax Information
 - Updated Travel
 - How to Stay in Status
 - Transfers



Outreach/Training Efforts

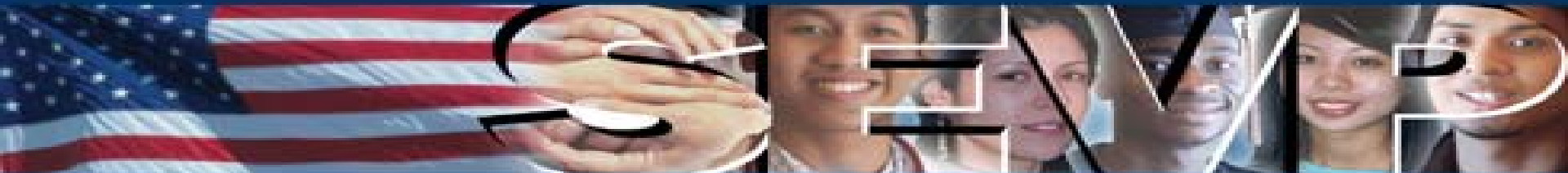
- Our standard method of keeping in touch is through our Web site - www.ice.gov/sevis
 - SEVIS 5.1 training documentation
 - Katrina relief information and FAQ publication
 - Web-based SEVIS training
 - Quarterly newsletter
 - Continue to regularly review our web page ... bookmark for current information



Continued Outreach Initiatives

We're committed to meeting with you one-on-one

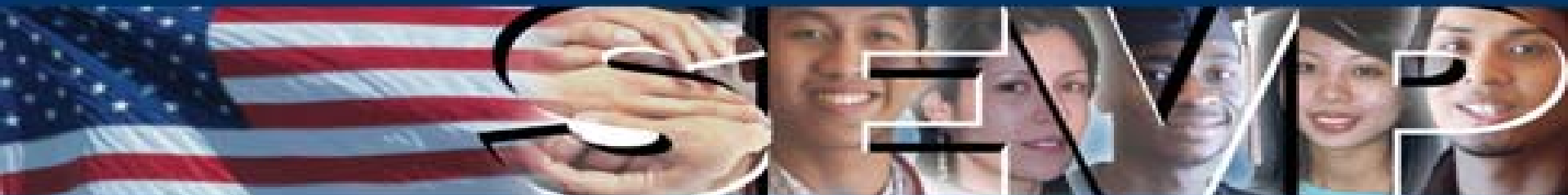
- Engage in quarterly meetings at both the national and regional levels – discuss SEVIS and school certification related issues with the academic community
- Focus our outreach to all types of schools – higher education has been our focus and covers the largest number of students in SEVIS; additional focus on vocational schools, boarding schools, pre-K through secondary, etc.
- Add a Web site survey to determine usefulness
- Continue our dialogue with the international community



Contact Information

- General questions: Email sevis.source@dhs.gov or call 1.800.561.5294 and press “0”
- School certification questions: Email schoolcert.SEVIS@dhs.gov or call 202.305.2346 or fax at 202.353.3723
- Technical questions: Call the SEVIS HelpDesk at 1.800.892.4892 between 8 AM and 8 PM, EST or email SEVIShelpdesk@eds.com
 - Urgent, technical issues: Email Toolbox.SEVIS@dhs.gov
- I-901 fee questions: Check the web or email SEVP at fmjfee.SEVIS@dhs.gov or call the hotline at 785.330.1048 (Country code 011)

*1.800.561.5294 and 202.305.2346 are interchangeable
and connect you to SEVP directly



Contact Us

If you have a comment or question not covered in the previous topic areas or need to reach us for any concern:

Email: SEVIS.Source@dhs.gov

- Use the subject line to describe the issue

Thank You - Your comments and suggestions are the key to continued improvement of SEVP service to the SEVIS community.

