

Broadcast Message: Follow tips for contacting the SEVP Response Center (SRC)

To: DSOs and PDSOs at SEVP-certified schools

Date: April 3, 2020

Number: 2004-02

Due to the coronavirus (COVID-19), the Student and Exchange Visitor Program (SEVP) Response Center (SRC) is currently receiving a high volume emails and is working to respond as quickly as possible to stakeholder inquiries. The average email response time is currently between three and five days. **Please refrain from sending duplicate or follow-up emails to help SEVP respond as quickly as possible.**

If you are waiting for an email response from the SRC, refer to www.ICE.gov/covid19 for up-to-date SEVP guidance under the ‘Nonimmigrant Students and SEVP-Certified Schools’ tab. The tab is regularly updated and is time-stamped.

If you have questions related to optional practical training (OPT) employment authorization, please note that the U.S. Department of Homeland Security (DHS) is evaluating these issues and may issue additional guidance. U.S. Citizenship and Immigration Services (USCIS) adjudicates OPT employment authorization and status requests for F and M students and has yet to issue official guidance. SEVP continuously shares stakeholders’ concerns with our partners at USCIS to assist them in their deliberations.

SEVP continues to actively monitor COVID-19 and will provide up-to-date information with all stakeholders. Due to the fluid nature of this situation, please continue to reference ICE.gov/COVID19 for the latest news and updates.

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with “Broadcast Message 2004-02 Comment” entered in the subject line.

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