

## **Broadcast Message: Form I-20 Printing Issues**

**To:** PDSOs and DSOs at SEVP-certified schools

**Date:** Jan. 14, 2025

**Number:** 2501-04

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### **General Information**

Principal designated school officials (PDSOs) and designated school officials (DSOs) are currently experiencing issues when attempting to print Forms I-20, “Certificate of Eligibility for Nonimmigrant Student Status.” As a result, PDSO and DSOs are unable to issue new Forms I-20 or re-print Forms I-20.

The Student and Exchange Visitor Program (SEVP) located the problem and plans to deploy an emergency Student and Exchange Visitor Information System (SEVIS) release on Wednesday, Jan. 15, 2025, at 1 p.m. EST. This will be a rolling release with minimal impact to SEVIS users during that time. If users experience trouble while working in SEVIS, log out and wait a few minutes; the release should conclude by the time the user logs back in.

Stakeholders can contact the SRC via phone at 703-603-3400 or 1-800-892-4829 or via email at [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov). The SRC is open Monday through Friday, 8 a.m. to 6 p.m. ET, except for federal holidays.

The SRC is currently experiencing high call volumes, stakeholders can also refer to SEVP’s online resources available on [Study in the States](#) and [ICE.gov/SEVP](https://ice.dhs.gov/SEVP). Additionally, DSOs can contact their assigned SEVP field representative with questions.

We apologize for any inconvenience and appreciate your patience while we work to resolve the issue.

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