

## **SEVP Response Center and SEVIS Help Desk Merge**

The Student and Exchange Visitor Program (SEVP) Response Center and the Student and Exchange Visitor Information System (SEVIS) Help Desk recently merged to enhance customer service and to continue to improve SEVP operating efficiency.

Beginning Nov. 3, callers to the SEVP Response Center or SEVIS Help Desk will receive a new interactive voice recording. This recording will ask for the nature of your call and then route you to the appropriate SEVP official to address your questions.

This change allows us to provide timelier customer service. The existing phone numbers, outlined below, will remain the same.

As part of this consolidation, representatives from the U.S. Department of State will be available during the transition to assist with J-related questions. Stakeholders can now call one central response center to receive answers to their F, M and J questions, along with technical SEVIS questions. This consolidation better integrates partner agency operations to address stakeholder questions and concerns.

SEVP is dedicated to the continuity and excellence of our response center operations and thanks you for your patience during this consolidation transition.

To contact the SEVP Response Center for general SEVP-related questions, please call 703-603-3400 between the hours of 7 a.m. to 8 p.m. ET. To contact the SEVIS Help Desk for technical related questions, please call 1-800-892-4829 between the hours of 7 a.m. to 8 p.m. ET. You can still email [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov) with your questions and comments.