

**To:** All School Users

**Date:** May 17, 2016

**Re:** Known Issues with SEVIS Release 6.26

**Number:** 1605-06

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### General Information

The Student and Exchange Visitor Program (SEVP) implemented the Student and Exchange Visitor Information System (SEVIS) Release 6.26 functionality to allow designated school officials (DSOs) to do the following:

- Recommend 24-month science, technology, engineering and mathematics (STEM) extensions
- Recommend 7-month extensions for students on approved 17-month STEM optional practical training (OPT)
- Convert recommended or pending 17-month STEM OPT to 24-month recommendations

Several issues have arisen with SEVIS Release 6.26.

Issue	Description
Link to recommend the 7-month extension of approved STEM OPT does not appear on the records.	Several users reported that SEVIS did not display the link as expected. A miscalculation in the code prevented SEVIS from displaying the link.  <b>Resolution:</b> A data fix was applied so the link now appears. SEVP had to add a day (or more) to the Actual STEM OPT End Date for students requesting a 7-month extension. The United States Citizenship and Immigration Services (USCIS) is aware of this date discrepancy and will use the USCIS-Recommended OPT End Date when adjudicating these requests.
STEM OPT extensions processed as 17-month extensions and not 24-month extensions, as requested.	When SEVP deployed SEVIS Release 6.26, the U.S. Department of Homeland Security (DHS) system engineers forgot to deploy it to one of the SEVIS servers. As a result, some — but not all — STEM OPT extensions processed as 17-month STEM extensions instead of the requested 24-month STEM extensions.

	<p><b>Resolution:</b> DHS has corrected the issue on the affected server. New STEM OPT extensions should now all process as 24-month extensions. If you recommended a STEM extension between May 14-16, 2016, and SEVIS generated a 17-month extension instead of a 24-month extension, simply reprint the Form I-20, “Certificate of Eligibility for Nonimmigrant Student Status.” It should now reflect the 24-month period. USCIS is aware of this problem and knows that some students may have used a Form I-20 issued with incorrectly generated dates to meet an early filing deadline. SEVP is working with USCIS so their adjudicators can easily identify these cases. If an eligible application is denied, the student may ask for reconsideration, explaining that a glitch in SEVIS calculated the dates incorrectly.</p>
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SEVP has already resolved these issues.

If you encounter problems with SEVIS, the following resources are available to assist you:

Resource	When to Contact
800-892-4829 703-603-3400	<ul style="list-style-type: none"> <li>• For immediate assistance with issues that affect individual school or student records</li> <li>• The SEVP Response Center (SRC) answers this line, provides assistance and opens tickets that allow the case to be tracked</li> <li>• The SRC is open Monday through Friday, from 8 a.m. to 6 p.m. ET, except holidays and Wednesdays from 12:50 to 1:20 p.m. ET</li> </ul>
<a href="mailto:SEVISTechnicalFeedback@ice.dhs.gov">SEVISTechnicalFeedback@ice.dhs.gov</a>	<ul style="list-style-type: none"> <li>• To report problems with the STEM OPT enhanced functionality</li> <li>• This goes directly to the SEVIS team, who work with the developers on resolutions</li> </ul>
<a href="mailto:SEVIS.Batch@ice.dhs.gov">SEVIS.Batch@ice.dhs.gov</a>	<ul style="list-style-type: none"> <li>• To report problems related to batch</li> <li>• This mailbox is monitored by SEVP’s batch manager</li> </ul>

**Comments**

To comment on this Broadcast Message, please email [SEVISTechnicalFeedback@ice.dhs.gov](mailto:SEVISTechnicalFeedback@ice.dhs.gov) with “Broadcast Message 1605-06 – Comment” entered in the subject line.

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