

## **Broadcast Message: Record Keeping Reminders for School Officials**

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

**Date:** Feb. 8, 2023

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### **General Information**

The Student and Exchange Visitor Program (SEVP) would like to provide the following reminders to designated school officials (DSOs) regarding school and student record maintenance:

- 1. Keep DSO contact information, including telephone numbers and email addresses, up to date in the Student and Exchange Visitor Information System (SEVIS). This also applies to DSOs who are engaged in remote or hybrid work arrangements away from their regular office.** DSOs should review their contact information on a regular basis and report any changes to this information within 21 days of the change, as required by federal regulation. Specifically, **school officials should ensure they have regular access to their telephone number listed in SEVIS**, as SEVP may need to directly contact DSOs via telephone to assist with expedited correction requests or other student record updates. Additional information about updating school official contact information is available on the [Form I-17 Petition Update – Manage School Officials](#) page in the [SEVIS Help Hub](#).
- 2. If a student requests to transfer to another SEVP-certified school, DSOs must transfer the SEVIS record.** SEVIS records are government property and cannot be held by the school following a request to transfer; DSOs cannot refuse to transfer SEVIS records for financial or business reasons. DSOs at transfer-out schools must take the necessary steps in SEVIS to transfer student records. For additional information about the transfer process, including the steps DSOs need to take to transfer out SEVIS records, refer to the [Transfers](#) page in the [SEVIS Help Hub](#).

Remember, DSOs are responsible for maintaining up-to-date school and student records in SEVIS. Federal regulation requires school officials to report changes to school and student information with 21 days of the change.

Additional information about maintaining and updating school and student records, including step-by-step overviews about how to complete the processes in SEVIS, is available in the [SEVIS Help Hub](#) on [Study in the States](#). Stakeholders can also contact the SEVP Response Center (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) with questions. The SRC is open Monday through Friday, 8 a.m. to 6 p.m. ET, except for federal holidays.

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