

Broadcast Message: Form I-20 Printing Issue Resolved

To: PDSOs and DSOs at SEVP-certified schools

Date: Jan. 15, 2025

Number: 2501-05

General Information

The Student and Exchange Visitor Program (SEVP) resolved the issue impacting principal designated school officials and designated school officials' ability to print Forms I-20, "Certificate of Eligibility for Nonimmigrant Student Status."

SEVP located the problem and deployed an emergency Student and Exchange Visitor Information System (SEVIS) release on Wednesday, Jan. 15, 2025, at 1 p.m. EST.

If users are still experiencing issues while working in SEVIS, log out, wait a few minutes, and then log back in.

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

Please be aware that 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.

Thank you again for your patience while we worked to resolve the issue.

Disclaimer

The Broadcast Message is not a substitute for applicable legal requirements, nor is it itself a rule or a final action by SEVP. It is not intended to, does not, and may not be relied upon to create any right or benefit, substantive or procedural, enforceable at law by any party in any administrative, civil, or criminal matter.

