COVID-19 Update: International Student and Scholar Advising

We know this is a very stressful time and situation. Stay safe and stay well! Please follow the governor’s "stay at home" order [1] and remain home unless you need to go out for something essential (grocery shopping, doctor’s appointment, etc.). If you do go out, be sure to follow social distancing and handwashing recommendations.

Remember to eat well, get enough sleep, and exercise while you are home. Please stay safe and follow these recommendations [2] to protect yourself and others. If you do feel ill, please seek medical attention or contact your health care provider and follow their recommendations.

ISSS Operations Until Further Notice

The Student Activities Building (SAB) and the International Center (IC) are closed to the public until further notice, based on the governor’s “stay at home” order. However, the International Student and Scholar Services (ISSS) staff will continue to work remotely to provide advising and process requests. This closure has led us to develop temporary and longer-term measures. We appreciate your patience as we have undergone making so many changes since classes went online. Our email traffic has increased significantly and as a result of receiving a high volume of emails we urge you to refrain from sending multiple emails with the same question, as this only slows down our response times.

We've made the following arrangements so that you will continue to be able to submit requests, receive your documents, and receive information and assistance from our advisors. We are also working with colleagues around the university to ensure that international student and scholar needs are considered as we address any number of COVID-19 related concerns.

- **Immigration Related Questions, Advising, and Appointments**: Email icenter@umich.edu [3]. An advisor will respond and can arrange a phone appointment if necessary.
- **To Submit Requests/Documents**: For any [requests] [4] previously requiring an in-person meeting with an advisor OR requiring physical document drop off (examples: Extension/ OPT/CPT requests), you may attach all of the required documents to an email and send to icenter@umich.edu [3]. If you cannot email your requests/documents, please let us know and we can provide you alternate options.
- **Travel Signatures**: If you need a travel signature, you can submit an [I-20 replacement request] [5] using "travel" as the replacement reason. We will reprint your form, and you can arrange to have it shipped to you by using eShip Global [6]. J-1 students and scholars can submit a [DS-2019 replacement request] [6].
**request** [7].

**To Receive Documents:** Once requests have been fully processed, documents will be sent to you based on your preferred shipping method in eShip Global [6] (available for mailings within and outside the US). We do not recommend using DHL as an option at this time due to logistical issues involving the pick-up of documents from the IC.

**Updates:** Please check the International Center's [COVID-19 update page][8] for important information and updates.

*Last updated: Monday, 4/13/2020 at 9:19AM.*

---

**Source URL:** https://internationalcenter.umich.edu/covid-19-update-international-student-and-scholar-advising

**Links**
[1] https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-525182--,00.html  
[2] https://uh.s.umich.edu/take-care  
[3] mailto:icenter@umich.edu  
[4] https://internationalcenter.umich.edu/resources/forms  
[5] https://internationalcenter.umich.edu/resources/forms/request-replace-i20  
[6] https://internationalcenter.umich.edu/express-mail-through-eship-global  
[7] https://internationalcenter.umich.edu/resources/forms/request-replace-ds2019  
[8] https://internationalcenter.umich.edu/covid-19-updates