Dear International Students and Scholars,

The Student Activities Building (SAB) is closed to the public until further notice, based on the governor's "stay at home" order [1].

International Center staff are still available to help you! They will work remotely and will continue to provide advising and process requests. Please stay safe and follow these recommendations [2] to protect yourself and others. Remember that even though you can't visit our office, you can reach us by email at icenter@umich.edu [3]. We've made the following arrangements so that you will continue to be able to receive your documents, make requests, 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.

**DOCUMENT PICK-UP:** If you have documents waiting for you at the International Center, you can either:

- Pick them up at the Dean of Students Office [4] in the Michigan Union on Thursday, 3/26, between 1 and 3 p.m. or on Friday, 3/27 between 10 a.m. and noon. If you are available during these times, in-person pick-up is recommended. **In-person document pick-up will not be available at any other time.**
- Arrange to have them mailed to you using eShip Global [5] (available for mailings within and outside the US).

**DOCUMENT DROP-OFF:** If you need to drop documents off to us, you can do that at the Dean of Students Office [4] during their business hours. Or you can mail them to the International Center. We recommend choosing a mailing method that allows you to track delivery.

**REQUESTS:** Most requests can be submitted through our website [6] or via email. Email icenter@umich.edu [3] with any questions.

**TRAVEL SIGNATURES:** If you need a travel signature, you can submit an I-20 replacement request [7] using "travel" as the replacement reason. We will reprint your form, and you can arrange to have it mailed to you by using eShip Global [5] J-1 students and scholars can submit a DS-2019 replacement request [8].

**HEALTH INSURANCE:** Health insurance advising services will also continue via email and phone. U-M
Health Insurance Office Hours has links to forms for some common health insurance requests, including summer waivers.

**APPOINTMENTS:** Email icenter@umich.edu. An advisor will respond and can arrange a phone appointment if necessary.

**UPDATES:** Please check the International Center's [COVID-19 update page](https://internationalcenter.umich.edu/covid-19-updates) for important information and updates.

Stay safe - stay healthy! Remember that the International Center is here to help you. You can reach us at icenter@umich.edu

The International Center

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**Source URL:** https://internationalcenter.umich.edu/3242020-email-explaining-international-center-services-while-sab-closed

**Links**
[1] https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-522626--,00.html
[2] https://uhs.umich.edu/take-care
[3] mailto:icenter@umich.edu
[5] https://internationalcenter.umich.edu/express-mail-through-eship-global
[6] https://internationalcenter.umich.edu/resources/forms
[7] https://internationalcenter.umich.edu/resources/forms/request-replace-i20
[8] https://internationalcenter.umich.edu/resources/forms/request-replace-ds2019
[9] https://internationalcenter.umich.edu/resources/healthins/hours
[10] https://internationalcenter.umich.edu/covid-19-updates