



J-1 Visa Request Process – FAQs

Is the entire university moving to the new process for J-1 visa requests?

No. Beginning October 17, Ann Arbor Campus units will utilize the new process and services of the SSC. The Medical Campus, Flint Campus, and Dearborn Campus will continue to follow their current J-1 visa request processes.

Note: this process change **only** applies to the DS-2019 request process for international scholars. Admitting units will continue to follow their current processes for admitted international students who will be in J-1 immigration status.

How will I submit J-1 visa processing requests to the SSC?

You will use an eForm to submit a request. Please refer to the **J-1 eForms Overview** located on this website for more information about the eForms and how they work.

What happens after I submit the eForm?

The eForm automatically creates a ServiceLink case that you will be able to view and access in CaseConnect. You will receive an email message with the case number and a link to CaseConnect. You will use CaseConnect to communicate directly with the SSC about the request. For more information, please refer to the **J-1 eForms Overview** document located on this website.

Where will I find the J-1 Visa Request eForms?

All SSC eForms are located on the SSC website at <http://ssc.umich.edu/eForms>. The J-1 eForms will be available beginning Monday, October 17, 2016. If you will be submitting eForm requests frequently, we recommend you bookmark the eForms web page for quick access.

Can I save information from an eForm I've submitted and use it again for future requests?

Sorry, no. You will need to complete a new eForm for each request.

If I need help filling out a J-1 visa request eForm, who should I contact?

Beginning October 17, you will be able to call the SSC main number at (734) 615-2000 and select a prompt to speak with a member of the SSC J-1 Visa Request team.

What if I have questions or need to provide information to the SSC about a specific J-1 visa request the SSC is working on? Should I call the SSC main number?

No. If you have a request (case) in process, you should communicate with the SSC through the *Additional comment* field in CaseConnect. This triggers an email message to the SSC J-1 Visa Request associate working on your request – and your questions/information are automatically logged in the case. Similarly, the SSC will communicate with you through the case via CaseConnect. This way, all activity performed on the case is documented and can be viewed for reference, if needed.

I need to cover for a co-worker who submitted a J-1 eForm request and will be out of the office. How can I view the status of a request submitted by someone else?

The J-1 eForm request creates a case that is accessible through CaseConnect. There is an optional feature in CaseConnect called the Watch List. Anyone added to the Watch List has full access to the active case (request), and so can view the status, add comments to communicate with the SSC, and add or delete attachments. Only the person who submitted the eForm (the Requestor on the case) can request that others be added to the Watch List.

Your co-worker can simply add an Additional Comment to the case in CaseConnect to request that you be added to the Watch List on the case. To ensure the correct person is added, the person's first and last name, and either their username or U-M ID, should be included in the request.