



**U.S. Department of State  
Bureau of Educational and Cultural Affairs  
Private Sector Exchange**

## **Secondary School Student Program Fact Sheet for Current and Prospective Sponsors**

### **Contact Information:**

- Questions related to becoming a program sponsor and/or administering your exchange visitor program should be directed to [DesignationSSSP@state.gov](mailto:DesignationSSSP@state.gov) and the program analyst in the Office of Private Sector Exchange Designation will answer your questions.

**Phone:** 202-203-7807

**Email:** [DesignationSSSP@state.gov](mailto:DesignationSSSP@state.gov)

- Questions related to the quality of programming of exchange visitors—generally shown in areas of concerns for the health, safety, and welfare of Exchange Visitors—on the Secondary School Student Program should be directed to [HighSchoolExchanges@state.gov](mailto:HighSchoolExchanges@state.gov), and program analysts in the Office of Private Sector Exchange Administration (OPA) will answer your questions. Additional concerns regarding issues that convey negative attention onto the program (i.e. media attention, investigations of host families, etc.) should also be reported to the program analysts in the Office of Private Sector Exchange Administration (OPA).

**Phone:** 202-203-7987 or 202-203-7988

**Email:** [HighSchoolExchanges@state.gov](mailto:HighSchoolExchanges@state.gov)

*Important: Please include your program name and number (for example, Student Exchange Inc., P-3-01234) and category (Secondary School) in your email correspondence.*

### **Secondary School Student Hotline:**

- The Department of State operates an **emergency hotline** for exchange students (and concerned third parties) in the event the exchange student cannot get in touch with their sponsors directly and immediately during or after an incident that negatively impacts their health, safety, and welfare. Sponsors are required to provide this toll-free number to all host families and each exchange student before they travel to the United States.

**Phone:** 1-866-283-9090

Monitored 24 Hours/7 Days a Week

## J-1 Visa Website:

- The J-1 Visa website is operated by the U.S. Department of State. It provides extensive information regarding the J-1 Visa Exchange Visitor program.

<http://j1visa.state.gov/>

## Reporting:

- Sponsors should report serious incidents involving sexual misconduct or allegations of abuse and neglect to the Office of Private Sector Exchange Administration (OPA) **immediately (within 24 hours)**. Such incidents should also be reported to local authorities as required by local statute. Incidents of lesser urgency should be reported to OPA within 72 hours.
- [Exchange Visitor Regulations](#) require designated Secondary School Student Sponsors to submit the following reports:

| Report                     | Due Date  |
|----------------------------|---|
| Annual Report              | July 31   |
| Change of Placement Report | July 31   |
| Placement Reports          | August 31 (Fall Semester/Academic Year)<br>January 15 (Spring Semester) |

Please submit all reports to: [DesignationSSSP@state.gov](mailto:DesignationSSSP@state.gov)

*Important: If your organization has no new placements and/or change of placements during a reporting period, please send an email stating as such by the report due date.*

## SEVIS:

- The Student and Exchange Visitor Information System (SEVIS) User Manuals (Volumes I and II) are available to help responsible officers (ROs) and alternate responsible officers (AROs) navigate SEVIS. The manuals explain in step-by-step detail how to perform procedures in SEVIS.

The manuals can be viewed online or downloaded at:

<http://j1visa.state.gov/sponsors/current/sevis>

- To obtain help with SEVIS **technical issues only** (e.g., batch processing, password resets, system operation), contact the **SEVIS Help Desk**.

**Phone:** 1-800-892-4829

8:00 a.m. to 8:00 p.m. EST, Monday through Friday

*Important: To prevent your SEVIS access from locking, you must log in to SEVIS every 90 days.*

## Pay.gov:

- Pay.gov is an electronic payment system that streamlines the Department's review of fee-based program requests (e.g., redesignation, program extension, change of category, reinstatement, and reinstatement-update SEVIS status). All Exchange Visitor Program sponsors must register with Pay.gov. If you have not registered or have questions about Pay.gov, please email [DesignationSSSP@state.gov](mailto:DesignationSSSP@state.gov).
- Current sponsors must use the Pay.gov "**Exchange Visitor Program (EVP) Fee Payment**" form to electronically transfer funds via checking account (ACH) or credit card for the payment of program request fees.
- Organizations applying for designation must use the Pay.gov "**Exchange Visitor Program Designation (EVPD) Fee Payment**" form to electronically transfer funds via checking account (ACH) or credit card to pay the fee when applying for a J-1 designation as an exchange visitor program sponsor.

All payments must be made via the Pay.gov website: [www.pay.gov](http://www.pay.gov).

*Important: To prevent your Pay.gov account from locking and to eliminate the need to contact Pay.gov Customer Service for assistance, you must log in to Pay.gov every 90 days.*