



**Southern**<sup>™</sup>  
Illinois University  
**Carbondale**

## When do I need an appointment to visit ISS?

Office hours: 8:00 a.m. – 4:30 p.m., Monday through Friday



Immigration counseling is serious business! In order to guarantee that we are available to give you our undivided attention, we ask that you comply with the appointment policy stated below. ISS staff members are often at meetings out of the office, or conducting interviews with already-scheduled appointments, so walk-in service for immigration counseling is not advised.

### Services requiring an appointment:

- Financial situations (Michelle & Carla)
- Change of non-immigrant status (Carla, Phil & Michelle)
- H-1 employment (Carla)
- Practical training authorization (Carla and Phil)
- Immigration reinstatement to student status (Carla and Phil)
- Cancellation, pre-payment waivers and suppression contracts (Michelle & Carla)
- Short-term loans; off-campus employment permits (Michelle & Carla)
- Dependent insurance deposits and refunds (Michelle)
- All other detailed immigration issues (Carla & Phil)
- Special Programs and Women in Development services (Naseem)
- Advice regarding items of a personal and confidential nature (Naseem)

Your patience and understanding are appreciated when unexpected illnesses or other emergencies take staff members out of the office at a scheduled appointment time. It is always best to call ahead and confirm the appointment.

### Services not requiring an appointment:

- I-20 signature for travel (plan ahead...come in at least two weeks prior to your trip)
- I-20 program extension
- Transfer to another university
- Certificates of Enrollment
- Tuition and Fee Certificates
- Bank draft/check certifications
- Student worker referral forms
- Visa verification forms
- Graduate assistant visa verification forms
- Visitor visa invitation letters
- Financial clearance (Michelle)
- Community Programs registration

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#### International Programs and Services

[www.siu.edu/~ips/](http://www.siu.edu/~ips/)

NW Annex B Wing, Room 135 – Mail Code 4333

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