

Frequently Asked Questions

Q: I need to make an embassy appointment quickly; can you expedite my I-20?

We receive numerous requests daily to expedite processing of the I-20. Please understand that each I-20 request is important to us and we work as diligently as possible to issue the I-20 with the time, resources, and staffing available. We work quickly, but carefully, to process all requests in the order that they are received and professionally assess for emergent situations. However, we are unable to expedite the issuance of an I-20 at the expense of others in queue due to the high volume of requests we receive daily and due to numerous others also needing the I-20 as soon as possible.

Because ISSS receives a large volume of requests and e-mails daily from current and future students, we ask for your patience when waiting for your I-20 to be issued. Please understand that processing may require a wait period of 15 business days (maximum) or longer from when the last required document is received. If we can process sooner, we will, and please understand that turnaround time will vary based on many different factors. Ensuring all proper documents have been submitted will greatly assist us in shortening your turnaround time. We kindly ask that students refrain from contacting our office to ask for expediting processing as we unfortunately do not have the ability to meet high demand for that service and already process as quickly as possible.

Please continue to read the additional FAQs below for further info and in order to plan accordingly knowing these firm expectations.

Q: But I already booked my embassy appointment without the I-20...what do I do now?

According to [instructions from the Department of State](#) (DOS) about the form DS-160 to apply for a visa, you typically cannot book a visa appointment without first providing your SEVIS # and corresponding program info. In addition, you must pay the SEVIS fee associated with that number. We cannot accommodate the processing of an I-20 for a claim of an embassy appointment prior to the I-20 request being complete even if you submit proof of an appointment made. If you were able to make an appointment despite having the SEVIS number and paying the SEVIS fee, we cannot guarantee that we can process your I-20 in time for the appointment and you must follow DOS directions.

To avoid further issues with your visa processing or cancellation of a previously made embassy appointment, **we strongly suggest** waiting until your I-20 is processed by our office and received prior to attempting to make an embassy appointment for a visa. Attempting to make the appointment prior to receiving the I-20 is highly discouraged and if unable to process your I-20 in time, you will need to reschedule your appointment at the U.S. embassy.

Q: How can I check on my status of my I-20?

We welcome you to check on your status by signing into your request portal and checking on the status, however, an e-mail will be provided to you when your document is ready. Advisors will also reach out to you via @mix email if there are issues or questions. Your portal will update when your I-20 is issued and you are in the initial I-20 stage. After you receive your new I-20, please be sure to log back into this system to continue with the next steps.

Q: When will I receive my I-20?

We are not able to give estimates of completion. If you e-mail us at iss-students@mail.wvu.edu to ask for a status update, we can only provide general information about processing procedures and timelines, especially if your e-mail is sent prior to the required 15 business days to process. Due to the need for research, review, and work within government systems, each request is given the time and attention it needs, which is why we cannot estimate or give turnaround times. We work as diligently as possible on all requests and ask for your patience. Though rare, if it has been greater than 15 business days since submitting your request and you have not heard from an advisor, please contact us as there may be a technical issue with your application or communication to you from our office may have been missed.

Otherwise, your I-20 request is processed as quickly as possible with the time, resources, and staffing ISSS has available.

Q: My I-20 request was dismissed or needed clarification. If I needed to supply additional information or documents to an advisor, will this take additional time to process?

Unfortunately, submitting incorrect or missing documents or information can slow down processing. We may need additional time for review and to return to your request. It is important that you ensure that all information and documents needed are correct and provided to us before submitting your request. It is possible that review and processing time will be greater than 15 business days if clarification or further documentation is needed from you after initial submission.

Q: How do I submit additional or correct documents if clarification was requested from an advisor?

We ask that, if at all possible, you use our request system to upload documents and avoid e-mail. You may log back into your request portal and attach your documents there. If the request is still under review and you are unable to attach documents, you may e-mail us at iss-students@mail.wvu.edu to inquire about any additional documents you may want to provide and how we can receive them securely through our request portal.

Q: Where can I receive further information to assist me if my financial proof documents were insufficient or unacceptable?

Please visit <https://iss.wvu.edu/students/on-boarding/what-is-proof-of-financial-support> for more information about how to submit proper financial proof. Please understand that the burden of proof is upon the student to supply proper financial documents to ISSS in order to issue the I-20. ISSS and its advisors do not typically have meetings/appointments to discuss rejected financial documents. Please e-mail iss-students@mail.wvu.edu if you have questions about why a certain financial document(s) was not acceptable and our office will elaborate further on the issue if unclear. We cannot review documents through e-mail and please submit further documents that you feel may be acceptable through your request in the student portal. The additional/correct document(s) will then need time to be reviewed, but you are welcome to let us know that new financial documents have been submitted. Please allow additional time to conduct the review of the resubmitted documents. If your I-20 then can be issued, we will e-mail your WVU @mix or e-mail to let you know of any issues.

Submitting insufficient or incorrect financial documents will delay processing of your I-20.

Q: How will my I-20 be provided to me once complete?

DHS has authorized the continued use of electronically issued I-20s with electronic DSO signatures. Once your document is ready, you will be provided an e-mail to your WVU @mix email account explaining how you can access, print, and sign the document needed for your embassy appointment/travel. I-20s no longer need to be mailed.