

## International Student FAQs

### Is the Center for Global Engagement open?

Although the building is closed indefinitely, advisors are working remotely. Most requests may now be submitted electronically through the iVols portal, and we are able to continue sending and receiving mail. We want to reassure you that ISSS advisors are still able to assist and support you despite the building being closed.

### How can I pick up and drop off documents if the CGE is closed?

For the time being, documents cannot be picked up or dropped off at CGE. If you need a document, we will deliver via US mail (no charge, but also no tracking info) or via a courier service (e.g. FedEx or UPS, student pays shipping fee, tracking available). US mail cannot be tracked but may work better for students in the local Knoxville area. We will hold onto documents that are not urgently needed, and they can be picked up when the CGE building reopens. Communicate with a CGE advisor to determine whether you need something urgently or if you can wait to pick it up.

### Will student advising continue to be provided?

Yes. We are still offering advising every Monday-Friday from 1:00-4:00 pm, but it will now take place by telephone or Skype. To add yourself to the queue complete the **Front Desk Check-In form**. If you are taken to a page that says "Successful Check-In" after completing the form, then you have been added to the queue.

### Can I reach CGE by phone?

You can call 865-974-3177, leave a voicemail and someone will return your call. Please leave your name, phone number and UT student ID number in the voicemail so that we can return your call promptly. You may also reach an advisor by phone or Skype Monday - Friday from 1:00-4:00 pm during virtual advising (see instructions above). You may email our advisers at the following addresses:

Erik Simons: [esimons@utk.edu](mailto:esimons@utk.edu)

Yevie Teyfukova: [yevie@utk.edu](mailto:yevie@utk.edu)

Brian Todd: [btodd@utk.edu](mailto:btodd@utk.edu)

### **How can I get a travel signature?**

If you plan to travel in the near future, please submit a Travel Authorization request in iVols. We can reprint your I-20 and sign for travel authorization on page 2. We can then send the I-20 to you by mail or through courier. If you do not plan to travel in the next few months, please wait and submit your travel request later.

### **How can I submit my CPT, OPT and STEM OPT applications?**

The most efficient and secure method is to submit E-form requests through iVols. If you are unable to submit your request, by iVols you mail e-mail your request. We are still able to receive mailed packages, but we only pick up mail twice each week. So, sending by mail will delay the processing of your request.

### **How can I receive my EAD?**

Mail will be picked up twice a week and sent out to students. You may request for your EAD to be shipped to you at your expense or you can request that we hold on to your physical EAD and email you a scanned copy. This second option may be most appropriate for students in the local Knoxville area who are still in a job search and can wait a while before picking up their physical card.

### **Do I need my EAD to start working?**

It depends. Depending on the policy of your employer, you may be able to begin work without showing the physical EAD card. Recently [DHS relaxed rules](#) related to verification of employment eligibility and the I-9 form. In some cases, you may be able to have your EAD inspected remotely. Employers with employees taking physical proximity precautions due to COVID-19 are not required to review the employee's identity and employment authorization documents in the employee's physical presence. However, employers who do not review the EAD in person, must inspect the Section 2 documents remotely (e.g., over video link, fax or email, etc.) Even so, your employer needs to meet certain criteria in order to not review your documents in your physical presence. As of March 2020, this provision only applies to employers and workplaces that are operating remotely. If there are employees physically present at a work location, *no exceptions* are being implemented at this time for in-person verification of identity and employment eligibility documentation for Form I-9, Employment Eligibility Verification.



INTERNATIONAL STUDENT &  
SCHOLAR SERVICES

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Knoxville, TN 37996-3531  
<https://international.utk.edu>

**I've been hearing a lot about the 2020 Census. As an international student, should I complete the census?**

Yes! Everyone counts, not just US citizens. By completing the census, you will help Knoxville receive its fair share of government funding for things like roads, schools, hospitals, and more. Learn more and complete the census here: <https://2020census.gov/>

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