The Office of International Student Services

****The Office of International Student Services (ISS) is located in 143 Tomlinson Hall and open all year- Monday through Friday from 8:30 a.m. until 5 p.m. - except for university holidays or when otherwise noted.

When visiting or contacting ISS, staff is available to students in-person and by phone only during w**alk-in hours**otherwise an appointment is needed.

**Walk-In Hours**

**Monday, Tuesday, Thursday, and Friday:11 a.m. to 3 p.m.**

**There are no walk-in hours on Wednesday**

**Walk-in hours during university designated break periods and summer are subject to change and notification will be made via ISSNews and our website to inform students. Always call ISS prior to visiting if you have any doubts about our staff's availability.**

During walk-in hours an ISS staff member will be available to help you with a variety of "quick" questions or tasks such as:

* answering general questions (5-7 minutes)
* signing I-20 or DS-2019 visa documents for travel purposes.
* accepting material that you're dropping off (examples: forms to extend your I-20, add dependent, transfer out, etc.)
* providing material that you've been notified to pick up (examples: an invitation letter, I-20 for CPT, work permission, mail, etc.)
* making an appointment with an advisor

Walk-ins needs that require assistance from an ISS staff member will not be accepted outside of these times.

**Appointments**

An appointment is required for anyone who requires more than a few minutes of consultation with a walk-in advisor. If you visit the office with an issue that you think can be handled during walk-in hours, it may be determined that you actually need to speak with an advisor. In that case, we do encourage you to make an appointment while you're in the office and continue to work with that advisor until your situation is resolved.

Some examples of when an appointment would be required are discussing:

* a change of status for you or your dependent
* any complex situation that involves your visa status
* work authorization eligibility or processes

Appointments may be made in-person at ISS, by calling the office- 216.368.2517, or sending an email to [international@case.edu](mailto:international@case.edu). Please be prepared to briefly describe the nature of your appointment when you contact us. That information will help us prepare for the appointment.

**Requesting Travel Signatures on Immigration Documents (I-20 or DS-2019)**

Primary visa holders (F-1 or J-1) may request travel signatures for themselves and their dependents.

Spouse dependents may request travel signatures on behalf of themselves and minor dependents, but they may not request a travel signature on behalf of the primary visa holder.

**Picking up Material from ISS**

ISS will never give your material to anyone but you. If you are not able to visit the office in-person to collect the material, you must contact the office and make arrangements to have the material sent to you by mail.

**Submitting Material to ISS**

When dropping off material, everything must be complete and accounted for in order to submit. ISS does not accept partial applications or incomplete materials. You will be asked to return after you’ve compiled everything.

ISS will never accept material from one person on behalf of another. It is the individual’s responsibility to be present at the time of submission so any concerns or issues can be discussed at that time.

**ISS Contact Information**

Mailing Address: Case Western Reserve University

International Student Services

10900 Euclid Avenue- 143 Tomlinson Hall

Cleveland, OH 44106-7038

Telephone: 216.368.2517

Fax: 216.368.4889

Email: [international@case.edu](mailto:international@case.edu)

Campus Address: 143 Tomlinson Hall (Loc 7038)