In this week’s newsletter, we’re including the ISSS office updates and upcoming events that might be of interest to you. Please review the following updates, you can contact our office by phone, email, or if you have specific immigration questions, you can make an appointment for our online or in-person ISSS office. Please read and share the updates. If you expect email delays within one or two days depending on the urgency of the question and volume of emails received. Thank you for your patience with us.

**New Chat Feature!**

We know that at times, we’re not always able to get your questions answered as quickly and seamlessly as possible. To better assist students, ISSS has implemented a chat feature on all our office resources. When on our website, look for the chat icon in the bottom right side of the screen. You can type or chat, we will look to ask your question. The chat feature will be live Monday/Friday, 9 a.m.–4 p.m. PST. If you visit our page during this time and do not see the icon, please wait a couple of minutes and check again because the chat capacity is limited to a few students at a time. We hope this service will help serve students!

**ISSS Team Town Hall**

Third week, ISSS will offer an informational webinar to help familiarize students with the different types of work authorization, and give students a chance to ask questions. The Town Hall will take place on Tuesday, Feb. 16 at 5 p.m. PST. Please register for the event online.

**AEM Conversation Partner Program**

The AEM Conversation Partner Program is an initiative to match international students at USF with English-speaking student volunteers. The program will connect students with individuals who will provide language skills and also build community. Learn more and register for the program.

**ISSS OFFICE RESOURCES**

**Requesting a document from ISSS?**

If you are requesting an immigration document or letter from our office by phone, email, or if you have specific immigration questions, you can make an appointment for our online or in-person ISSS office. If you have specific immigration questions, you can make an appointment for our online or in-person ISSS office. Please read and share the updates. If you expect email delays within one or two days depending on the urgency of the question and volume of emails received. Thank you for your patience with us.

**Advisee Appointments and Workshops**

Appointments are still booked in 30-minute increments. Appointments can be made online or by phone at (415) 422-2654. Make sure you plan accordingly so you have enough time to receive your document before you need it. If you are requesting an immigration document or letter from our office, remember that we need you to send over all the necessary documentation. The processing time can take up to 60 days or longer depending on the urgency of the request. You can also make some document requests through online submission.

**Connect with ISSS through Facebook**

Join the conversation on our Facebook page and connect with us through Facebook. Connect with us through Facebook to stay up to date on events that you might find beneficial. If you have any questions, you can contact our office by phone, email, or if you have specific immigration questions, you can make an appointment for our online or in-person ISSS office.