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SEVP Analysis and Operations Center (SAOC) Overview

February 22, 2012

Purpose

- **Quick Background**

- **SAOC Structure & Areas of Responsibility**

- **Working with Schools & Students**

- **Answer Your Questions**

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Background – Why SAOC?

Strategic and business process reviews identified key requirements and operational needs:

- **Coordinated operations** – Provide external and internal customers a single interface for both analytical and operational issues

- **Manage the "Big Picture"** - Overcome stove-pipes and proactively address SEVP-level requirements with respect to school compliance and student compliance issues

- **Conduct data analyses and studies** - Proactively identify and address areas for improvement

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SAOC Organization

Three main areas of responsibility: Operations, Analysis and Management

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- SEVP Analysis & Operations Center (SAOC)
  - Operations Team
    - Compliance
      - Schools
      - Student Issues
    - I-515
    - CTCEU Liaison
    - Incident Response
    - Branch Support
  - Analysis Team
    - Data Analysis
      - Quality & Trends
      - Red Flag
      - Statistics
      - Incident Support
    - Branch Support
    - Studies
      - Special
      - Recurring
  - Planning & Mgmt Team
    - Planning
      - Strategic
      - Tactical
    - Integrated Master Plan & Schedule
    - Resource Mgmt
    - Monitor & Control

Planning & Management

Planning and management competencies and areas of responsibility include:

- Strategic & short-term planning
- Special Projects
  - Project management
  - Recommendations & implementation
- Process improvements
- Integrated master plan & schedule

Analysis

Analytical competencies and areas of responsibility include:

- **Data analyses**
  - **Trend analyses for schools and students**
  - **"Red Flag" analyses – identify areas for improvement**
  - **Monthly, quarterly & annual statistics and performance measures**
- **Special & recurring studies**
- **Stakeholder data requests**

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Operations

Operational competencies and areas of responsibility include:

- **School compliance –** working with schools to support compliance & maintenance of SEVP certification
  - Example: Public Law 111-306 - "Accreditation of English Language Training Programs"
- **Student compliance & issues -** working with students to support status & resolution of program-related issues
  - Example: Support for student DMV & SSA queries
- **CTCEU Liaison**
- **I-515 Operations**
- **COOP**

Provides schools & students with quality support for maintaining compliance and resolving issues

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Compliance Process Overview

- **Receive a Lead or Update/Recertification Case**
- **Out-of-cycle Review**
- **Site Visit**
- **Administrative Action**
  - Compliance Letter – corrective action
  - No Further Action Letter
  - Notice of Intent to Withdraw (NOIW) - 30 days
    - Review Response
      - ✓ Possible interview
      - ✓ Request for Evidence
      - ✓ Another NOIW can be issued
    - Withdrawal on Notice (15 days)
    - Appeal process
      - ✓ Uphold
      - ✓ Overturn
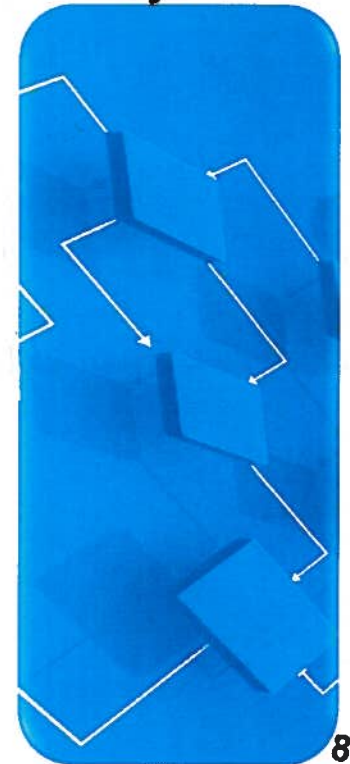
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Site Visits

- 95% are unannounced visits
- Contact CTCEU in advance to query interest by SAC/RAC Office
- Conduct interview with the Principal/Designated School Officials (P/DSOs)
- Tour the facilities annotating number of classrooms, seating, students, and instructors
- Collect documents, schedules, and handouts

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Discussion

- **Questions**
- **Comments**

Report suspicious activity:
1-866-DHS-2-*ICE*
1-866-347-2423

www.ice.gov

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