Visa & Immigration Service Advising (VISA)
Office Hours: 8 AM to 5 PM • Dragas 2006

Walk-In Hours:
MWF: 10 a.m. - 2 p.m.
TR: 10 a.m. - 12 p.m.

Website: odu.edu/visa
Email: INTLSTU@odu.edu
Phone: 757.683.4756

General Services:
- Immigration regulations advising
- Enrollment certification letters
- Employment paperwork
- Home government form completion
- Counseling on non-academic & cultural issues
- Referrals to other offices to help you obtain a service you need

VISA Staff Members
Robbin Fulmore - Director / E-N (surname) Student Advisor
Kasie Reyes - Associate Director/ A-D (surname) Student Advisor, J-1 Students
Delgerjargal “Degi” Betcher - O-Z (surname) Student Advisor
Nikola Mundzic - Immigration Specialist
Shirley Herline - Office Manager
Erik Salminen - Graduate Assistant
Immanuel Sarfo - Student Worker

Appointments
Before making an appointment, it is best to first e-mail VISA with any questions you have. Most questions can easily be answered over e-mail and this will likely save you an unnecessary trip into the office. If need be, an advisor will ask you to make an appointment via our website. Stopping by our office is an option but it is not possible to guarantee the person you need to see will be available.

Emergency Situations
If you or a friend are in an emergency situation (accident, hospitalization, death, etc.) outside of normal business hours, you can contact us through ODU Police Department at 757.683.4000. They know how to find a member of the office staff 24 hours a day, seven days a week.

Health Insurance
Health insurance is required of all F-1 and J visa holders. When students register for classes, they are automatically added to a group plan currently administered by United Healthcare. For more information, you can visit the Health Insurance Requirements page on our website. Also, you can contact VISA directly. More information will be covered in the Required Info Session.

How to Help the Office Best Serve You
- **READ** all of the instructions provided to you.
- **PLAN AHEAD** and ensure you allow the office enough time to process any requests.
- **E-MAIL FIRST** (intlstu@odu.edu) with any questions to save yourself unnecessary trips to and from our office.
- **TAKE TIME** to read e-mails sent to your student e-mail as well as those from the ISSlist, our group email.
- **KEEP EVERYTHING VALID AND UP-TO-DATE** in order to help maintain your visa status.
- **TELL US** if you have a problem with our services or any other office’s services—WE ARE HERE TO SERVE YOU & NEED YOUR CONSTRUCTIVE FEEDBACK TO IMPROVE!
VISA Communication with Students

VISA Office Listserv: ISSLIST-L
All new students will be added to the ISSlist e-mail listserv run by Visa & Immigration Service Advising (VISA) office with their NON-ODU e-mail address. You can change the e-mail address where you receive the listserv e-mail. Through the ISSlist, you will receive e-mails about important immigration updates, office procedural changes and reminders. This is our primary means of communication with the student population.

PLEASE NOTE THAT STUDENTS ARE RESPONSIBLE FOR REGULARLY (I.E. AT LEAST TWICE A WEEK) CHECKING THE E-MAIL ADDRESS TO WHICH ISSLIST E-MAILS ARE SENT. IT IS ALSO A STUDENT’S RESPONSIBILITY TO FOLLOW-UP ON ANY APPLICABLE REMINDERS.

If you unsubscribe from the ISSlist, you are opening yourself up to potential immigration problems as we announce any notifications we receive from government agencies on this list only.

VISA Web Site
The VISA web site (odu.edu/visa) is also a place where you can access a wealth of information, forms, updates, and the ISSlist archives. Be sure to take a look at the various pages to ensure you are familiar with all of the requirements and resources.

Updates & Reminders
Every other month, VISA sends out Updates & Reminders to the ISSlist as announcements need to be made. From it, you can get information on important academically-related events, reminders from the VISA office, announcements regarding immigration requirements and other general interest news.

ODU Student Email Accounts
The University has a policy that offices must communicate with students via their student accounts only. Therefore, the VISA office can only send e-mails to your @odu.edu address. If you wish, you can forward to an address of your choice, that is fine.

Note: We will not use your Computer Science, Physics, or any other specialized e-mail address to contact you.