Copy of Immigration Document: Frequently Asked Questions
Students in F-1 Status

When do I need to submit this type of request?

- Current ISU I-20 or EAD has been damaged, stolen or lost
- Previous ISU I-20 or EAD has been stolen or lost
- Copy of passport identity page or visa from first arrival at Iowa State University (ISU) if original document was damaged, stolen or lost
- Copy of I-94 card from first arrival at Iowa State University if needed for application to be submitted to U.S. Citizenship and Immigration Services

Will I receive an exact copy of my previous I-20?

- Probably not since the copy may not have the following:
  - Your signature and the signature of a Designated School Office (International Students and Scholars staff member)
  - U.S. entry stamp

How long does ISSO keep copies of my I-20 forms?

- The F-1 regulations require ISSO to keep I-20 copies for a period of three years from completion of studies, optional practical training or date of last ISU enrollment (for students not returning to ISU).

Does ISSO have copies of my other immigration forms: passport, visa and I-94 card?

- ISSO does make copies of each of these documents when a student first arrives at ISU
- ISSO does not make copies of new passports, new visas or new I-94 cards for continuing students
  - It is a good practice for you to make copies of your current immigration documents in case the original documents are lost, stolen or damaged
  - Remember to keep the copies updated as the originals change

How do I submit this request?

- This is an electronic process completed by logging in to Cystart using your ISU NetID and password.
- Start this processing by reviewing the Copy of Immigration Document page found on the ISSO web site (www.isso.iastate.edu):
  - Enrolled Students ➔ Immigration Info & Forms ➔ F-1/F-2 Status ➔ Copy of Immigration Document

What must I submit for this request?

- Copy of Immigration Document e-form

What is the timeline for processing this request?

- 10 calendar days after the Copy of Immigration Document e-form is submitted through Cystart.

How will I know if this request has been approved?

- ISSO will send an e-mail to your ISU e-mail address when processing is complete.
  - If you do not receive this e-mail within 10 calendar days after submitting your request, please send an e-mail to isso@iastate.edu to check on your request.