



UC international
University of Cincinnati
PO Box 210640
Cincinnati, OH 45221-0640
Room 3134, Edwards One
Phone (513) 556-4278
Fax (513) 556-2990

Commitment Statement

The goal of UC International Services is to provide the best possible guidance and service to our international community. Our office handles a multitude of services that very few international offices at other universities provide. We consider all cases, and all the services that we provide, to be very important and hold ourselves to an exceptionally high standard.

However, please be aware that employment petitions and Permanent Residence processes are particularly complicated and heavily detail-oriented. We strongly believe in ensuring that every case that is processed by our office is handled with the greatest of care and scrutiny. This review and preparation process takes time. It may also raise concerns or issues that must be addressed before a case is ready to be submitted to the Immigration Service, Department of Labor, or Department of State. When these issues are discovered, we will be in touch with the applicant and/or the department for assistance in clearing up such matters.

Also, our office often handles emergency cases of a broad and complicated nature. This contributes to delays in processing cases. Therefore, there is no set response or processing time for cases submitted or inquiries made to our office. Also, be aware that cases are not always processed on a first-in, first-out basis. Cases are prioritized per a variety of criteria that include upcoming deadlines, start dates, and by what the Immigration Services calls "priority dates".

Employment petitions and Permanent Residence processes are a partnership between our office, the hiring department and the individual beneficiary. Whereas we guarantee that we will handle your case with the greatest attention, we also require departments and beneficiaries to likewise take the time and attention to provide what is necessary for us to do our job. Incomplete eForms/forms, or missing credentials and documents only delay the process unnecessarily. Also, multiple inquiries can delay the processing of cases. Please be assured that if you have left a voicemail or sent an email, it will be answered when we have had time to review your case. Due to the quality of the response we wish to give to your inquiry, we cannot guarantee that a response will happen that same day, but a response will be provided when time permits.

We are proud of the services we provide to our international community, and as such, have been ranked highly in global surveys. We understand your frustration that these processes can be long and tedious. Please rest assured that we are doing everything we can to treat your case with the utmost importance and a great deal of care and attention.