

Response Guide for Handling Information Requests from Federal or State Agents

United States and North Carolina agencies may seek information from the University regarding a range of matters. These matters may include immigration issues, export control, compliance with applicable laws, and national security issues. This guide is intended to help you manage such inquiries.

WHAT TO DO IF ...

Federal or state agents contact you by phone or in writing

Call the Office of University Counsel (OUC) at **919.962.1219** for assistance in responding to a request from an agent for information that concerns a student, faculty, or staff member. Please specify whether you have received a subpoena, court order, or other written request for information so that OUC can provide instructions regarding how to share a copy of the document with OUC for its inspection.

Federal or state agents visit your school or office

Ask the agent to have a seat in a public waiting area for your office and contact UNC Police at **919.962.8100**. A UNC police officer will then verify the credentials of the agent.

NEED ADDITIONAL INFORMATION?

View a Q&A on the International Student and Scholar Services website at iss.unc.edu/federal-state-agent-requests/

While awaiting UNC police, contact the Office of University Counsel at **919.962.1219** to request guidance about the requested disclosure of any information regarding a student, faculty, or staff member.

In the meantime, while you await UNC Police, you can talk with the agent and share the following information:

I appreciate that you are interested in obtaining some information from the University, and I am going to do my best to assist you. University policies and applicable law generally do not permit me to share information about our faculty, staff, or students with you. University protocol also requires that our campus police verify your credentials. I am happy to escort you to a place where you can wait for UNC Police. I will also call our Office of University Counsel for guidance on responding to your information request.

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You are asked for personal information about a student experiencing a health or safety crisis

During a health or safety crisis, a government official may request information about a student, and it may be necessary for you or the University to release certain information. The Office of the Dean of Students or the Office of University Counsel should be contacted for assistance in making and documenting the decision that a health or safety emergency exists, whenever possible. In certain circumstances, you may need to disclose a student's personally identifiable information to appropriate parties, including the student's parents, in connection with an emergency, if the information is necessary to protect the health or safety of the student or others. At a minimum, these offices should be contacted following the determination that there is a health and safety emergency and the disclosure of personally identifiable information.

The Family Educational Rights and Privacy Act (FERPA) protects the privacy of student educational records and generally prohibits disclosing those records without the student's written consent. Similarly, the North Carolina Human Resources Act generally prohibits the disclosure of confidential personnel information without the employee's written consent. Follow all steps on this card to comply with federal and state regulations.

HELPFUL CONTACTS:

UNC Police Department

police.unc.edu | 919.962.8100

Office of University Counsel

universitycounsel.unc.edu | 919.962.1219

International Student and Scholar Services

isss.unc.edu | 919.962.5661

Office of the Dean of Students

odos.unc.edu | 919.966.4042

Physical address and fax number for written inquiries:

Office of University Counsel
The University of North Carolina
at Chapel Hill
222 East Cameron Avenue, 110 Bynum Hall
Chapel Hill, NC 27514
Fax: 919.843.1617