

# Response Guide

## Handling Information Requests from Federal or State Agents



THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL

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...

#### **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.

#### **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.

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.

***(continued on other side)***

## **Someone asks you for personal information about a student in a health or safety crisis**

A true emergency or imminent threat may make following these guidelines difficult. 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. If time does not permit a consultation with the appropriate offices, use your best judgment as to whether a true emergency exists. If the information is necessary to protect the health or safety of the student or others, you may need to immediately disclose a student's personally identifiable information to appropriate parties. At a minimum, these offices should be contacted following the emergency 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.

## **Find additional information at:**

[iss.unc.edu/federal-state-agent-requests](https://iss.unc.edu/federal-state-agent-requests)

## **For assistance, contact:**

### **UNC Police Department**

police.unc.edu | 919-962-8100

### **Office of University Counsel**

universitycounsel.unc.edu | 919-962-1219

Physical address and fax number for written requests:

Office of University Counsel

The University of North Carolina at Chapel Hill

123 West Franklin Street, Suite 600

Chapel Hill, NC 27599-9105

(fax) 919-843-1617

### **International Student and Scholar Services**

iss.unc.edu | 919-962-5661 | [iss@unc.edu](mailto:iss@unc.edu)

### **Office of the Dean of Students**

odos.unc.edu | 919-962-4042

