

**Guidance on Responding to On-Site Law Enforcement, Government Agency or other Legal Inquiries
Regarding Immigration Sponsorship and/or Status**

In the event of a visit from any Law Enforcement Agency, Government Agency or non-institutional legal entity (i.e. CBP, USCIS, ICE, FBI, SEVP) on a University of South Alabama campus, including the main campus, medical clinics, hospitals or Mitchell Cancer Institute seeking information from a department or an individual regarding an individual's immigration sponsorship and/or status, the steps below are to be followed. Only certain information may be shared with certain Law Enforcement Agencies, Government Agencies, or non-institutional legal until the appropriate approval with specific guidelines is given.

Agency Acronyms

1. **CBP:** Customs and Border Protection
2. **USCIS:** US Customs and Immigration Services
3. **ICE:** Immigration and Customs Enforcement
4. **ICE – HIS:** Immigration and Customs Enforcement Homeland Security Investigations
5. **FBI:** Federal Bureau of Investigation
6. **SEVP FRU:** Student and Exchange Visitor Program Field Representative Unit
7. **DHS:** Department of Homeland Security

In the following predictable scenarios, the University's Office of Immigration (OI) may respond to the following requests after receiving proof of identification of government officer/agent:

1. In the case of a Customs and Border Protection (CBP) officer calling OI regarding an international student or scholar they currently have in custody:
 - Current SEVIS status
 - Whether there are other SEVIS records for this student or scholar
 - Whether there is a reinstatement application pending/processing
 - Whether or not the student is currently enrolled; whether the scholar is currently employed

2. In the case of a Department of Homeland Security (DHS) officer or agent (usually ICE-HSI), or FBI agent inquiring about *directory information* of an international student or scholar that has not been blocked by the student or scholar - may be in person, via phone or via email.
 - Name
 - Major Field of Study
 - Dates of Attendance
 - Enrollment Status
 - Degrees and Awards Received

3. In the case of a DHS officer or agent inquiring about any of the following information of an international student or scholar – may be in person, via phone or via email:
 - Current SEVIS status
 - Whether there are other SEVIS records for this student or scholar
 - Whether there is a reinstatement or change of status application pending/processing
 - Whether or not the student is currently enrolled; whether the scholar is currently employed

If the officer or agent has a court order or subpoena, OI must refer the visitor directly to the University Attorney's Office (Main Campus – AD 140) before providing any information following the protocol below.

If the officer or agent appears in person at OI, the following protocol should be followed:

1. Front desk staff should immediately escort the officer or agent outside of the lobby (to a conference room if possible).
2. Front desk staff should immediately contact a supervisor. If supervisor is not available, take the officer's contact information (preferably a business card) and inform him/her that someone will be in touch as soon as possible. Can also take note of what the officer's request is.
3. If supervisor is available, greet officer or agent by informing them that the institution has policies and procedures which must be followed and that as quickly as possible they will be served.
4. In the case of a court order or subpoena, OI staff should call the University Attorney's Office and advise that there is a Law Enforcement Agent, Government Agent or other individual visiting your department with a court order or subpoena and what information he/she is requesting.
5. In the case of items 1-3 above, the OI staff member should request the officer or agent's contact information (preferably a business card) and request to see proof of identification (i.e. badge). He/she should then take a note of exactly what information the officer or agent is requesting. Inform the officer that the office requires 24 hours to review the request and will get back to him/her via email or phone. After the officer leaves, the Director will call the phone number provided by the officer or agent on the business card to ensure that it is a valid number.
6. The Director of OI should handle all communication with the agency official. Only in cases of emergency should other staff communicate with the agency. If the Director of OI is out of the office, the University Attorney's Office should be called immediately for advice. Call or text the Director to notify of visit and an email to document and communicate meeting/visit details.

If the officer or agent contacts the department via in-person, phone or email, the following protocol should be followed:

1. Department staff should immediately escort the officer or agent to a private room.
2. Director of OI should be notified before any communication happens. Any call/message is to be forwarded to OI and the University Attorney's Office.
3. If there is a court order or subpoena involved, call the University Attorney's Office with the officer's contact information or forward the email accordingly.

Follow-up procedures:

1. Upon departure of Law Enforcement, Government Agent or other requesting individual, OI and/or department will document in detail a description of the visit (e.g. Officer's Name, date of visit, questions asked, information shared, etc.); this information should be maintained in the student or scholar's file in OI.
2. In certain circumstances, OI staff will contact the international student or scholar in question informing him/her of the officer's visit. This is especially important for urgent issues involving immigration status and is in the student's or scholar's best interest.

If a government agent/office requests any immigration-related information to any other department or individual on campus:

1. That individual must be referred directly to the OI prior to providing any information. This may be in person to USA Main Campus in Meisler Hall 2200, via phone at 251-460-6050, or via email at immigration@southalabama.edu