



CRISIS MANAGEMENT IN A CROSS-CULTURAL SETTING

International Student and Scholar Services

NAFSA

Association of
International Educators

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Handling a Federal Agency Campus Visit

By Cristen Casey

Federal agency visits can take many forms, involving a variety of campus personnel and locations. Having established procedures in place before a visit occurs ensures that a systematic, legal, and professional response is provided in a timely manner. The international student and scholar services office can utilize this checklist to establish protocol that complies with institutional policies and legal counsel.

For additional guidance and resources on how to prepare for a visit from a federal agency while reducing individual and institutional liability, read “Handling a Federal Agency Campus Visit” in *Crisis Management in a Cross-Cultural Setting*, which can be purchased online from the [NAFSA bookstore](#).

CONDENSED CHECKLIST

Previsit Considerations:

- Plan ahead for federal agency visits—have pre-established procedures.
- Be aware of red flags that may draw more attention to your institution.
- Determine who can “speak for the institution.”
- Identify statutory authority and how the Family Educational Rights and Privacy Act (FERPA) and any state privacy laws might apply to the requested student information.

During the Visit:

- Validate the agency and the officer who is making the request.

- Notify key institutional stakeholders of the inquiry.
- Know your limits—do not release more information than is requested or required.
- Provide an informed response.
- Respond within required time frames.
- Inform the foreign national and provide available legal resources, when appropriate.
- Keep a written record of the inquiry made and all supporting material.
- Notify organizations, such as NAFSA, when appropriate.