



Arcadia University Protocol for Calls or Visits by Immigration and Customs Enforcement (ICE), Federal Bureau of Investigation (FBI), or Another Government Agency

If an individual purporting to be from a federal agency such as ICE or the FBI attempts to contact Arcadia University or any of its employees in the form of a call, email, letter, or visit to campus, all University employees should follow the protocol below.

If you have any questions or concerns about this protocol or are unsure about what to do after reading below, please contact the Arcadia University Office of General Counsel (OGC) at immigration@arcadia.edu or 215-517-2654.

Unexpected Campus Visit: If agents from ICE, the FBI, or another government agency arrive on campus unexpectedly requesting information about you or another individual:

1. Ask to see photo identification and advise them that the University has protocols in place and their inquiry will be addressed in a timely manner.
 - a. Immediately contact Public Safety at 215-572-2999, indicate that you have an ICE/FBI agent at your office/on campus and that you need a Public Safety officer to arrive on the scene to serve as an initial person of contact for the visiting agent(s).
 - b. Contact OGC at 215-572-2926, indicate that you have an urgent immigration situation, an ICE/FBI agent is at your office, and that you need to speak with someone from OGC immediately. An OGC attorney will determine whether they will come to your office or if you should direct the agent to OGC.
2. If asked for information about you or another individual, inform the agent that under University protocol:
 - a. You would like a member of the Office of General Counsel to be present if disclosing information about yourself, or
 - b. You are not authorized to release information about other individuals and will need to contact the Office of General Counsel. Ask the agent to wait while you contact OGC.

3. If you are presented with a subpoena or search warrant, inform the agent that you are not authorized to accept service of the document or to review the document, and ask the agent to wait while you contact Public Safety at 215-572-2999 and OGC (see below):
 - a. Contact OGC at 215-572-2926, indicate that you have an urgent immigration situation, an ICE/FBI agent is at your office, and that you need to speak with one of the attorneys immediately. An OGC attorney will determine whether they will come to your office or if you should direct the agent to OGC.
 - b. OGC will review the subpoena or search warrant to ensure that it meets legal requirements and will respond accordingly.
4. To respect the privacy of any individuals involved, please do not share the details of the encounter with others unless it is a University official with a legitimate “need to know.”

Phone Call: If you receive a phone call from ICE, the FBI, or another government agency requesting information about you or another individual:

1. Take written notes about the telephone conversation, including time, date, name/title of caller, a phone number to reach the caller, and the nature of the call.
2. Inform the caller that the University has protocols in place to make sure that ICE/FBI inquiries are addressed, and assure them that the request will be reviewed in a timely manner.
3. Ask the agent to email a written inquiry on ICE or FBI letterhead to: **immigration@arcadia.edu**. If the agent refuses to do so, ask for their name and phone number and let them know that you will contact the Office of General Counsel and have someone from that office call them.
4. Immediately after the call, contact the Office of General Counsel at 215-572-2926 to inform them about the conversation and to provide them with any additional information/context.
5. In order to respect the privacy of any individuals involved, please do not share the details of the conversation with others unless it is a University official with a legitimate “need to know.”
6. If the agent subsequently submits a written inquiry as requested, the University will examine the letter to ensure it meets legal requirements and respond accordingly.

Written Request: If you receive a written request (**email, letter, document request, etc.**) from ICE, the FBI, or another government agency requesting information about you or another individual:

1. Call the Office of General Counsel at 215-572-2926 immediately to inform them about the written request and provide them with any additional information/context.
2. Send or hand-deliver the written request to immigration@arcadia.edu as soon as possible.
3. The University will examine the request to ensure it meets legal requirements and respond accordingly.
4. In order to respect the privacy of any individuals involved, please do not share the details of the written request with others unless it is a University official with a legitimate “need to know.”

For reference:

- [FAQS Supporting International Students](#)
- [Subpoenas and search warrants](#)