

# Immigration Request Response Protocol

**If you are contacted by an immigration official, DO NOT** give any student information to the officer. If an officer is asking about a particular student, explain that our protocol requires them to speak with the Principle Designated School Official (PDSO) or a representative for the PDSO.

## Step 1

If an immigration official requests information about a Wartburg student, immediately contact one of the following people, in the listed order:

1. Dr. Edith Waldstein, Principle Designated School Official (PDSO) for the Student and Exchange Visitor Program (SEVP): Office: 319-352-8335; Mobile: 319-269-9735, [edith.waldstein@wartburg.edu](mailto:edith.waldstein@wartburg.edu)
2. John Myers, Director of Security: Office: 319-352-8372; Mobile: 319-464-2423; [john.myers@wartburg.edu](mailto:john.myers@wartburg.edu)
3. Zafrul Amin, Director of International Student Services: Office: 319-352-8210; Mobile: 608-732-2646, [zafrul.amin@wartburg.edu](mailto:zafrul.amin@wartburg.edu)

Upon receiving this information, the person listed above is responsible for informing Dr. Dan Kittle, Vice President for Student Life, of the request.

## Step 2

**If the immigration officer is on campus,** direct him or her to the Enrollment Management Office, Luther Hall 206, and tell him or her to ask for the Vice President for Enrollment Management. **DO NOT** give any student information to the officer.

**If the immigration officer is on the phone and you are unable to reach someone listed above,** please collect the following information from the officer:

- Full Name
- Title
- Organization (Immigration and Customs Enforcement, Customs & Border Protection, etc.)
- Phone number
- Date and time of call/visit
- Student name and SEVIS ID# (if available from Officer)

This information should be sent to ALL of the people listed above. The email should be marked with High Importance. Only take a message if absolutely NO staff listed above are available to take the call.

ICE- Immigration Customs Enforcement

DHS- Department of Homeland Security

SEVIS- Student Exchange Visitor Information System

USCIS- United States Citizenship and Immigration Services

SEVP- Student and Exchange Visitor Program

POE- Port of Entry

CBP- Customs and Border Patrol

FBI- Federal Bureau of Investigation

DSO- Designated School Official

PDSO- Principal Designated School Official