

Inspection from a State or Federal Agency Augustana College

In the event that a compliance officer or other representative from a state or federal agency visits the Augustana campus or otherwise contacts an Augustana College employee and requests information, please take the following steps:

1. Upon the announcement by the agency representative, ask them to wait while you inform the appropriate individuals who can help them with their request. The individual may ask for the immediate supervisor or some other individual or information; you should not provide access to any information or individual, and should instead inform them that you are alerting individuals you have been informed to contact who can assist the agency representative(s).
2. Ask the agency representative(s) to wait in a conference room or area away from the lobby or reception area where their presence might be disruptive.
3. Contact the following individuals:
 - a. Your immediate supervisor
 - b. Mindy Zumdomo (Human Resources Director) – ext. 7452
 - c. Police & Public Safety - ext. 7000
4. It is important to remain calm and professional. Be polite, but avoid engaging in idle chit-chat. Do not allow the agency representative access to private areas (other than designating a waiting area) or answer any questions, as this will be handled by the individuals contacted to provide support.
5. Document all interactions with the federal representative(s).

Supervisor Response

The immediate supervisor may be the first to arrive. They can wait for support and specific guidance from the other individuals contacted, but they may also choose to take the following steps:

1. Ask the agency representative to provide proper credentials verifying that they do, in fact, work for a state or federal agency. Request a photo ID.
2. Verify with their direct report that the previous steps were completed and understand any other interactions that have occurred with the government representative.
3. Ask the agency representative the reason for the visit. For instance, is the visit a random survey or is it an employee compliance issue? The agency representative should also be asked whether or not they have paperwork to support the reason for their visit. For instance, they may have a warrant or other document that they believe allows them access to the information they are requesting. Make a copy of this information.

4. Have paper handy and take notes on all information provided by the agency representative.
5. Further guidance will be provided from the individuals contacted and will be based on the information collected.

In addition to contacting the above individuals, at any time a person may also reach out to Sheri Curran, General Counsel, for assistance in the event of a governmental inspection. Sheri Curran may be reached at ext. 8058 or via Mary Koski at ext. 7708. In the event none of the individuals to be contacted are available, inform the agency representative(s) that you are not able to consent to their request, and will forward their information to the appropriate individuals for prompt follow up.

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