

# FAMILY EDUCATION RIGHTS & PRIVACY ACT OF 1974

## Information that may NOT be disclosed

In compliance with FERPA, the following types of student information should not be released by the institution without the prior written consent of the student, a judicial order, or a lawfully issued subpoena. The student's signature on the written request must be verified before acting upon the request.

- Social security number or identification number
- Grades or grade point averages
- Class schedule (specific class meeting locations and times)
- Employment information, such as employer, position held, work address, or work phone number
- Academic performance information, such as academic suspension, probation, disqualification, or academic honesty charges
- Admission information, including test scores or entry grade point averages
- Transcripts
- Financial information

As the person who is responsible for all student records, the institution's registrar should handle all requests regarding student information. All other institution employees should be advised that they may not release information and that inquiries should be referred to the registrar or designee.

## General Policies and Procedures

Telephone Queries for Directory Information - Before releasing directory information over the telephone, obtain the caller's name, title, company, phone number, and reason for the request. Do not release any information if the caller will not provide the information. Document the caller's information and all information released.

Voice Messaging - Under no circumstances should any employee of the College leave a message on a voice mail or answering machine for a student with specific information about confidential matters concerning non-releasable information, previously defined, such as account balances or grades. It is preferable to leave a message that identified the caller and asks the student to return the call during specific hours of the day.

Posting of Grades - The public posting of grades either by the student's name, institutional student identification number, or Social Security number without the student's written permission is a violation of FERPA and should be strictly enforced.

Returning of papers to students - Returning papers to students via an "open" distribution system (e.g., stacking them on an open table) is a violation of FERPA, unless the student submits a signed waiver to the instructor for such purpose. The instructor must keep the waiver on file in order to avoid institutional or personal liability.

Taking Attendance - Neither Social Security numbers or student ID numbers may be used when passing around class lists for attendance purposes.

Sharing information among student in the same class cohort - Faculty members may wish to share students' email addresses or other personally identifiable information amount student in the same class. This is permissible if (1) the students have had an opportunity to request that their email addresses not be disclosed; (2) the faculty member does not share the email address of any student who has requested non-disclosure; and (3) the institution has identified email addresses as directory information.