

FACULTY AND STAFF – Tips on Managing Student Records & FERPA Rights

Destruction of records: Student records reflecting non-directory information (grades and SSN, for example) should be destroyed (shredded) or returned to the registrar's office for shredding when no longer needed for advising or other college related business.

Student request: If a student comes to you and asks for assistance/advice on academic matters, then you are free to review that student's records with that student or other university personnel who have a legitimate educational interest. If they ask for a reference letter to include personal information (GPA, grades, etc.) the student must submit a signed release request to be submitted with a copy of the reference letter to the Registrar's Office for the student's permanent academic file.

Remember that privacy law (and the interpretations of privacy law) is always changing, so keep up to date on FERPA issues. Check out MySCNM <http://my.scnm.edu/ICS/Resources/FERPA/> for other resources and additional information.

To avoid violations of FERPA rules, DO NOT:

- Use the Social Security Number of a student in a public posting or link the name of a student with that student's social security number in any public manner;
- Discuss student's progress, schedules, academic status (grades, gpa, probation, etc.) of any student with anyone other than the student **(including parents, spouse, etc.)** without the consent of the student or verifying that the student has granted access to the third party by contacting the Registrar and Student Financial Services office;
- Provide anyone outside the college with lists of students enrolled in classes;
- Provide anyone with student schedules or assist anyone other than College employees in finding a student on campus. In case of emergency contact the Registrar's Office.
- Discuss with the student any confidential matter over the counter or in the halls when other students are around. If the student initiates such discussion, ask to talk to him/her in your office...

What do you do if?

- An outside caller asks about a specific students for personal reasons:
 - I am not sure if the student in question attends the college. But if so, give me your contact info and I'll have the student contact you as soon as it is possible.
- A court official or police officer shows up and is asking you to locate a student:
 - Contact the Registrar's or Dean of Student's office.
 - If none of them is available: you may give them only directory info. Indicate that you have a responsibility to protect the student's record and would only respond to a written request from the court (subpoena)
- You receive a call from an agency to verify enrollment:
 - Check student information in JENZABAR for a FERPA (non-disclosure) hold. If clear, you may give out directory information.
 - Refer the caller to the registrar's office.

What is SCNM Directory Information?

- name, address, photo/photo-ID, phone number, e-mail address, dates of attendance, program of study, degree conferral date, enrollment status, grade level, previously attended institutions, and degree/awards earned.
 - Forms are available at the Registrar's Office for a student to request that SCNM withhold all directory information. If a hold is on file the only response when asked for information on the student is: **"I have no information on that individual"**