Authenticating a Student's Identity

To comply with FERPA, and before disclosing Non-Directory (confidential student information aka personally identifiable) to a student or a third party via phone, in person, or email Faculty and Staff must authenticate the person they are communicating with is in fact, the student (former student) or the authorized third party.

NOTE: If a student has signed and submitted a "Permission To Release / Disclosure – Non-Directory Information" form to the Office of the Registrar, information may be released to a designated third party. Completed authorization forms are maintained in the student's official file and noted in Jenzabar attributes and notepad.

If a student record is flagged confidential, they have signed a "Non-Disclosure of Directory Information" form and a FERPA hold is noted on the student information section of Jenzabar. All Staff and Faculty cannot release any information, including "Directory Information" for the student. Doing so is a violation of FERPA. If someone asked about this student the correct response is " I have no information on that individual".

In Person Verification Process

Before releasing or discussing confidential student records, staff must verify a student's identity with acceptable valid photo ID. Examples are:
- SCNM issued photo ID
- Government- issued driver's license or ID card
- Government- issued passport
- Government-issued military or national identification card

If the student is unable to provide an acceptable photo ID, staff can default to phone questions based on student's status to authenticate the student.

Over the Phone Verification Process

Ask any three (3) questions noted for current and former students and if the caller answers 3 correctly then information can be released. However, always be prudent about releasing Non-Directory (confidential) information. NEVER provide a social security number or foreign citizenship number to anyone over the phone. If the caller is unable to answer 3 of the questions, do not release any confidential information. Inform the caller that they must come to the Student Success Center Office or Registrar's Office and present an approved photo ID.

Authenticating a Student's Identity

NOTE: Social Security Number and Date of Birth cannot be asked or accepted to authenticate an individual's identity, even in person.

The questions below are in compliance with FERPA

Questions for Current Students	Questions for Former Students	Questions for Current Students who do not know their SCNM ID #.
1) SCNM ID # 2) Current mailing address 3) Permanent Address 4) Address Pre-matriculation 5) One class they are currently registered for 6) One of their current faculty 7) Entry year and term 8) Class of – Anticipated graduation date	1) SCNM ID # 2) Last mailing address 3) Address Pre-matriculation 4) Last term or year attended 5) Graduation date 6) One SCNM class they took & who taught it 7) One Clinical Faculty	1) Current quarter enrolled 2) Current mailing address 3) Previously attended College/University 4) One class they are currently registered for 5) One of their current faculty 6) Entry year and term 7) Class of – Anticipated graduation date

Any of the above information would be found on JENZABAR Student Information, Student Inquiry, or lastly student transcript. If you do not have access to any of these you must direct the student to the Office of the Registrar (480-222-9217 or 480-222-9211)

E-Mails

Be aware that information requested over email should only be provided if the student is emailing via their @scnm.edu account and responses should also only be directed to the SCNM official email.. Additionally email can be inadvertently disclosed to someone other than the intended recipient. As a general rule, responses should contain the least amount of student confidential information as possible. Whenever feasible, advise the student to access specific confidential information through MySCNM, such as grade information, financial aid, tuition/fee charges as this information is available to them using their SCNM student ID#.

- **Special caution should be considered if the student is requesting an ID# that they have forgotten or a reset of a password to access MySCNM. Providing this information to someone other than the individual gives them access to all of the above confidential information and is a MAJOR violation of the students' rights to privacy under FERPA**.

For more information on FERPA go to http://my.scnm.edu/ICS/Resources/FERPA/

"When in doubt, don't give it out", seek the assistance of the Registrar's Office.