

# Salt Lake Community College

## Guidelines for Releasing Student Information

The following information is outlined as follows:

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- Page 2 - Releasing Confidential Student Record Information
- Page 3 - Steps to Verify Student Identity in Banner
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Related Forms:

Student Consent for Release:

<http://www.slcc.edu/student/forms/index.aspx>

**Family Educational Rights and Privacy Act (FERPA)**

Personally identifiable information or records relating to a student will not be released to any individual, agency, or organization without the written consent of the student as described in FERPA regulations, except **Directory Information**; which may be released upon request unless the student has a directory information restriction.

The appropriate staff response for students with a directory information restriction would be: "There is no information available on this person."

**DIRECTORY INFORMATION THAT MAY BE RELEASED ABOUT A SLCC STUDENT:**

- Student Name(s)
- Address
- Telephone Number
- Date of Birth
- Major Field of Study
- Dates of Attendance
- Enrollment status
- Degrees and Awards received
- Most recent previous school attended
- Participation in activities/sports
- E-mail Address
- Student Photograph

**SLCC employees are advised not to release address & telephone information.**  
Office of the Registrar and Academic Records

## REVIEW

### Family Educational Rights and Privacy Act (FERPA)

Personally identifiable information or records related to a student will not be released to any individual, agency, or organization without the written consent of the student as described in FERPA regulations, except Directory Information, which may be released upon request unless the student has a directory information restriction.

### Directory Information

Directory information **may** be released to "anyone"; however, SLCC employees are advised not to release address and telephone information.

Before sharing student directory information, please:

- Use discretion when sharing directory information; communicating directory information is an option, not a requirement. "When in doubt, do not give it out."
- Use good customer service skills and treat the requestor with good care.

### Directory Information Restriction

When opening a student record in Banner, if the student has a directory information restriction, a pop-up will show the restriction message.

The screenshot shows the Banner system interface. At the top, there is a navigation bar with 'ellucian' logo, 'General Person Identification SPAIDEN 9.3.18 (SLCC)', and buttons for 'ADD', 'RETRIEVE', 'RELATED', and 'TOOLS'. Below the navigation bar, there is an 'ID:' field with a search icon and a plus sign. A yellow warning banner is displayed, stating 'Banner Warning: Information about this person is confidential.' with an 'OK' button. At the bottom, there is a 'Get Started' message: 'Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.'

Student record information is not released for students who have placed a restriction on their student record (including directory information). **NO EXCEPTIONS.** The appropriate response for students with directory information restriction: "There is no information available on this person."

Direct the student to the *Office of the Registrar and Academic Records* at Redwood/Taylorville campus or *Student Services* at the other SLCC campus/sites. Instruct the student to be prepared with a current (unexpired) government issued picture ID. If the requestor is insistent, refer the student to the Registrar's Office.

## RELEASING CONFIDENTIAL STUDENT RECORD INFORMATION

Student information, other than Directory Information is considered Confidential Information. **FERPA regulation requires an institution to assure identity of the student before releasing confidential student information. If identity is not assured, no information can be released.**

Confidential Student Information may be released by phone, chat, email or in person under these circumstances:

### By Phone or Chat:

- **To student:** Limited confidential student information may be released to students who correctly answer the Student Identity Questions listed on page 3.
  - Additional confidential student information may be found on the student's MySLCC portal.
  - If a student completed the Student Consent for Release form and has a password listed, the password may be used to receive confidential information over the phone. The form is located in SLCC imaging database.
- **To another person as authorized by student:** Student must have completed Student Consent for Release form naming person and password. The person requesting the student information must be listed on the Student Consent for Release form and the person must know the password as listed on the form or no information may be released. The form is stored in the SLCC imaging database.

### In-Person:

- **Student with official picture ID:** Confidential student information may be released.
- **Student without official picture ID:** Limited confidential student information may be released to students who correctly answer the Student Identity Questions listed on page 3.
- **Designated other with official picture ID:** Confidential student information may be released to another person as determined by the student. Person requesting information must be listed on the Student Consent for Release form. The form is located in imaging database.

### Using a Password (by phone or chat):

- **To student or designated other:** Information may be released to individuals who have a password. Use discretion and good judgment when releasing information.
  - **To find password check:**
    - SPACMNT page on banner and review FERPA note.
    - Imaging database (Etrieve) for Student Consent for Release of Records form to review password.
    - If there is no password, please review phone instructions for applicability or have student complete the Consent for Release of Information form.

### Using Email

- BruinMail is the official means of communication with students. You may release limited confidential and restricted information (if you work in the designated areas as per the information below) to students through their BruinMail accounts. Please note that social security numbers are never to be given out over the phone, email, chat or otherwise. For more information regarding the BruinMail Policy, please review the web page [online](#).

## STEPS TO VERIFY STUDENT IDENTITY IN BANNER

Verify student identity for students in person without picture ID and for incoming phone calls:

1. **Access the student record on banner with the SLCC S# or student name and, at least one other personal identifiable information (e.g. date of birth).**
2. **Verify if the student record shows a Directory Information Restriction.**
  - a. If **yes**, respond by saying: “There is no information available on this person.”
    - i. If the requestor has questions, give instructions to visit the *Office of the Registrar and Academic Records* at Taylorsville or *Student Services* at the other SLCC campus/sites.
    - ii. Instruct the student to be prepared with an official picture ID.
  - b. If **no**, do the following:
    - i. Assure student identity, by randomly asking at least **three** of the *Student Identity Questions*. All questions must be answered correctly. If there is uncertainty, ask more. If you are still unsure of the identity of the caller, decline to release information over the phone.

**Reference Chart to identify the student**

Student Identity Questions	Banner Form with Student Information Answer
What is your birth date?	SPAIDEN – Biographical tab
What is your middle name or initial?	SPAIDEN – Current Identification tab
What is your current email address?	SPAIDEN – E-mail tab
What is your driver’s license number?	SPAIDEN - Additional Identification tab or RNANAx
Who is listed as your Emergency Contact?	SPAIDEN – Emergency Contact tab
Have you changed your name? (If Yes) What are any previous names?	SPAIDEN – Alternate Identification tab – scroll
Do you have previous addresses?	SPAIDEN – Address Tab
What High School did you attend?	SOAHSCH or RNANAx or RSIHSCH
When did you graduate from High School?	SOAHSCH or RSIHSCH
What other college did you attend?	SOAPCOL or RSIPCOL
When did you begin taking classes at SLCC?	SHACRSE – scroll to the first term the student attended
Name a few of your classes, from a previous term.	SHACRSE
Email used on FAFSA ( <b>Financial Aid Office only</b> )	RNANAx
Parent 1 Date of Birth ( <b>Financial Aid Office only</b> )	RNANAx
<b>NOTE: Do not verify students by SSN as that indirectly confirms a restricted non-directory item, which is a violation of FERPA.</b>	

### Follow Customer Service Standards.

- Use discretion when sharing directory information; communicating directory information is an option, not a requirement. When in doubt; do not give it out.
- Use good customer service skills and treat the requestor with good care.

## LIMITED CONFIDENTIAL INFORMATION WHICH MAY BE RELEASED

Once there is assurance that the requestor is the student, the information below may be released:

### ❖ Admissions and Academic Records

- Admission status
- Accuplacer/Testing status (do not release test scores)
- Holds: Type of hold on the student record, what it means, and who to contact
- Honors
- Incoming transcript evaluation status
- Registration Appeal status and what documents are needed
- Residency status: May explain residency notations (SPACMNT) and what documents are pending
- \*Courses taken at SLCC (current and previous)
- \*Credits completed at SLCC
- \*Grade information including GPA
- \*Requisite information (e.g. prerequisite/co-requisite)

*\*Information found online via MySLCC portal or on slcc.edu website. To better empower students, it is recommended that staff (teach) direct students to MySLCC portal and/or direct students to SLCC website rather than give out the information over the phone.*

## RESTRICTED INFORMATION

\*Note: Only specific departments are authorized to release the restricted information below:

### ❖ Financial Aid *(The Financial Aid Office is the only office that may release this information)*

- \* Financial Aid award status
- \* Missing/needed information and/or documents
- \* Disbursement information
- \* Financial Aid Appeal decisions
- \* Satisfactory Academic progress standing
- \* Loan details
- \* Ineligible courses
- \* Return of funds information

### ❖ Bursar *(The Bursars Office is the only office that may release this information)*

- \* 1098-Tax questions
- \* Verify outstanding account balance
- \* Payment arrangements
- \* Statement information
- \* Reason for charges
- \* Contact reason

### ❖ Financial Aid, Bursar, Office of the Registrar, OIT Helpdesk and Contact Center *(Only these offices may release this information)*

- \* SLCC Student ID (SID) – All other staff may direct students to use the online [SID retrieval form](#).

### Information that CANNOT be given out:

- Social Security Number
- Requested “lists” with student information. Forward these requests to the Data, Science and Analytics Office. Specific information can be found online on the Data Requests page of the SLCC Data Science and Analytics web page (<http://i.slcc.edu/ir/data-requests.aspx>).