

Communicating with Students

College employees or "Officials" are to act in accordance with FERPA regulations whenever representing the college and are responsible for protecting the student information in their possession. These are guidelines to follow when communicating with students over the phone.

When a student calls to request FERPA-protected information about their own record, at a minimum, two pieces of information should be used to authenticate the identity of the student, in addition to the student's name. Questions to verify this information can include:

- What is your full name?
- What is your NWIC student ID number?
- What is your parent's name?
- What is your local/Home address?
- What is your middle initial?
- What is your birthdate?
- Can you tell me a previous class titles you've taken?
- What is your academic major?
- Are you full time or part time?
- What is your student e-mail address?

Do not use non-directory information to initially identify a student and subsequently use directory information to confirm that student's identity. For example, if the alleged student provides his/her social security number over the phone and you call him/her by his/her name, then you have just confirmed that social security number matches that name.

As a reminder, when a student uses email to request FERPA-protected information about their own record, one way to authenticate the student's identity is to verify that the student's request was sent from the student's official University email account. If a student does not have an official college email account, college faculty and staff should use another method of authenticating the student's identity (e.g., require the student to answer authenticating questions by telephone).

Non directory information may not be released. If information is needed to help resolve an emergency situation please refer these cases to the Dean of Students.