

RELEASE OF STUDENT INFORMATION GUIDELINES FOR FACULTY AND STAFF

The Family Educational Rights and Privacy Act (FERPA) of 1974 provides for the protection of student records after a person enrolls at a post-secondary institution. The following information is to assist department staff and faculty in using and releasing information from a student's educational record.

I. Background

There are two general categories of student records:

1) **Directory Information:**

Student's name, current mailing and email address, telephone listing, major field of study, classification, dates of attendance, anticipated date/term of graduation and expected award(s), participation in officially recognized activities and sports, weight and height of members of athletic teams; and honors and degrees awarded.

Rights of Access/Disclosure for Directory Information:

- To the student who is the subject of the record, OR
- To any requestor, unless the student (including former students) has requested non-release of their public information

2) **Private Records:**

Any student education record not listed as directory information, including CSUID.

(Records regarding a student's employment, medical records, or law enforcement records are not included in this definition. Contact Student Employment Services, Hartshorn Health Services, or Colorado State University Police for assistance with these requests.)

Rights of Access/Disclosure for Private Records:

- To the student who is the subject of the record OR
- To either or both parents IF the student (1) consents to the disclosure; or (2) is claimed by either parent as a dependent under IRS rules and the parent has supplied the proper verification form OR
- To University personnel who have a "legitimate educational interest" in that record.

Other requestors (including a student's spouse) must have the student's written consent via the completion of a "Student Permission to Release Academic Records" form or a subpoena.

Private information may be release to third parties without the student's consent in other limited and specific situations as outlined in the FERPA statute. Contact the Registrar's Office for assistance if release to other entities is desired.

University departments that routinely deal with releasing student information should maintain and follow detailed policies and procedures regarding release of student information. If faculty and staff have questions regarding the University policy, they should contact the Registrar's Office at 491-7148.

II. Procedures when a routine request for student information is made:

1) **Directory Information –**

Determine if the student has requested a non-release of their directory information. To do this, go to ARIESweb. Enter the student name or CSUID in the Quick Search. On the results page for the student, "Confidential" will be displayed on the right hand side in a yellow box, if the student has requested non-release of their public information. There will be no notation if the student has not requested non-release of their information.

- If the student has not requested a non-release of their public information, you may release the information
- If the student has requested a non-release of their public information, you may not release the information.

You may also simply refer the requestor to the published or on-line Directory.

2) **Private Records –**

A. If the requestor is the student.

These requests may be handled by numerous offices on campus. Determine if the requestor is the student by reviewing as many of the following items as necessary to ensure identification.

- If student is in-person: Look at Driver's License or CSU ID card
- If student is calling by phone: Ask the student for address, birth date, CSUID number, courses, term, and other information likely known only by the student
- If student is e-mailing: Verify that the e-mail included the student's address, birth date and CSUID

If the student's identity is confirmed, the information may be released to the student.

If the request is for employment records, medical records, law enforcement records, disciplinary records or financial aid records, contact the appropriate office for them to deal with the request.

B. If the requester is the parent.

Information may be released if the student completes (or has completed) a "Student Permission to Release Academic Records" form. If the parent and student have an amicable relationship, suggest that the student complete this form, as it permits the student to authorize disclosure of any available academic records for up to a year.

If the student is unwilling or unable to sign a release form, the parent may complete a "Parent Affidavit and Request for Student Academic Information" form and submit it to the Registrar's Office. If either parent claims the student as a dependent under IRS rules, the student's information may be disclosed to either parent. Generally, a copy of the tax return does not have to be submitted. These requests will be managed by staff in the Registrar's Office. If information is needed from faculty or staff outside the Registrar's Office, they will be contacted and the information requested.

In either case, confirm the identity of the parent by seeing a photo ID or by asking questions about the student that only a parent is likely to know, such as CSUID, birth date, most recent address, etc. The identity of the parent must be confirmed before information may be released to them.

- C. If the requestor is neither the student nor the parent, information generally may not be released unless the student completes a "Student Permission to Release Academic Records" form.

III. Procedures when a subpoena is received

Contact the Office of General Counsel for guidance before responding to a subpoena that requests the release of student information.

IV. Procedure when a law enforcement officer requests student records

Generally, law enforcement officers must provide a subpoena to obtain student records. If, however, a law enforcement officer requests student records in an emergency situation or where there are immediate health or safety concerns, FERPA allows the provision of such records without a subpoena or student consent.

V. Procedures when a faculty or staff member has a concern regarding disruptive behaviors or those that indicate a student may be a danger to themselves or to others

Talk with the department chair or supervisor regarding the situation. A full range of assistance is available through Conflict Resolution and Student Conduct Services or in more complex situations the Vice President for Student Affairs Emergency Consultation Team. FERPA permits student records to be shared within the University without the student's consent when there is concern about the safety of a student or for disciplinary matters.

University staff should also feel free to call Colorado State University police (911 calls will be routed to CSUPD dispatch) when there is an immediate concern about a situation.