

Procedures:

When meeting with a student in person to discuss information contained within their educational records, students must present their school ID card or another photo ID to staff. When discussing information contained within a student's educational record over the phone verify the student's identity using the student's ID number and name and 2 additional pieces of information (examples below):

- *HS Graduation Year/HS Attended
- *Last Semester Attended at GRCC
- *A completed course in the most recent semester
- *A course the student is registered for in an upcoming semester
- *Student's mailing address
- *Academic program of study

Questions:

How do I respond to an email request from someone other than the student (i.e. parent, employer) regarding the student's account?

A: You may respond to parent's and employers with general information regarding GRCC policies and procedures. Please explain if needed that in accordance with federal FERPA guidelines, and to protect student privacy, specific student educational information will only be discussed/disclosed with the student.

Or to an email from the student from a non-GRCC account?

A: In accordance with the GRCC's FERPA policy and email policy please let the student know that a detailed response has been provided to their GRCC email account.

Do I need to verify a student when I return their call?

A: Yes. To ensure the privacy and protection of student records please let the student know that you have a few questions to ensure you are speaking with the student.

How to respond to a student inquiring about a bill?

A: It is best to direct students to the information that they have accessible in online center as it requires an authenticated logon.

What can be shared in academic advising a student in an email?

A: Directory versus non-directory: i.e. future course options, academic program, credits completed.

Non directory: academic standing, gpa, repeated courses, My Degree Path.

What records are exempt from disclosure, for counseling, personal records, etc?

A: Personal counseling records are exempt. DSS records are not. Faculty/Staff personal notes that have not been shared with others at the college.

Question: External medical records provided - are these covered by HIPAA?

Can I provide educational records of a student to legal counsel representing the College?

A: Yes, this is covered in the GRCC FERPA policy's definition of "school official" so long as legal counsel has been retained to represent the College. The Office of General Counsel should be able

Can information be provided to parents regarding a student's account?

A: In most cases, no. Information that a student specifies on the FERPA consent form may be provided to a designated individual. The Office of Financial Aid, may in some cases, disclose information relating to a student's financial aid records to parents of dependent students. It is important to note that students must meet the IRS definition of dependent which is different that the FSA definition of dependent.