

Purpose: To ensure continued compliance with FERPA when releasing student information.

Process Frequency: As required

Primary Responsibility: Student Services

Primary Customers/Stakeholders: Students, Staff, General Public

Customer/Stakeholder Requirements (including payer/regulator):

Procedure:

Release of information to the student in person:

1. Ask for State Issued picture ID.

Or...

2. Ask for student ID#, name and date of birth.
 - Once provided, you can relay information to the student.
 - If student wants copies of their documentation (worksheets, taxes, transcript, etc.) you must confirm their identity by seeing a State Issued picture ID. You may not release a copy of parent tax return or other parent information to the student. This information could be mailed to the parent or parent could pick it up.

Release of information over the phone:

- 1.) Ask for student ID#, name and date of birth.
 - The office will direct the caller to visit e-Services to view specific information.
 - The office will release 'missing/outstanding document information' over the phone. i.e. Dependent Verification Worksheet, Additional Income Information, signed copy of Federal 1040 tax return, ID, Application etc.
 - The office will not release detailed information such as types of FA Awards; amounts of FA awards; amounts of FA refunds, Grades etc. Caller should be directed to view this information on e-Services. The office can confirm award information over the phone but only by confirming 'Yes' or 'No' questions.

Release of information to 3rd parties:

JCC will not release information to a 3rd party without the written consent from the student. Student needs to confirm what information is to be released and to whom using the Release of Student Information Form.