

Bay de Noc Community College

Family Educational Rights and Privacy Act (FERPA) Office Guidelines

In order to clarify our legal responsibility to protect the privacy of our students, we have designed an easy-reference guide to handling requests made by our students. These guidelines are based on the January 2004 MACRAO publication FERPA Guidelines for Michigan Colleges and Universities.

Activity	Question/Request Example	Phone Contact	In-Person Contact	Mail	Comments
Admissions	“Has my son/daughter applied to school?” “Is my child registered?”	NO; do not release information.	No; do not release information	No; do not release information	Suggest they talk with their child in order to get the information they seek, regardless of age.
Change Residency	“I moved from Iron Mountain (Dickinson County) to Escanaba (Delta County). Can you change my county code so my tuition is less?”	No; must complete “Change of Status” form and provide documentation.	Yes; use form and provide documentation.	Yes; use form and provide documentation.	Refer questions to Records Office.
Change Address	“I moved. Can you change my address?”	Yes; complete change of status form and forward to Records Office	Yes; complete form and forward to Records Office.	Yes; complete form and forward to Records Office.	Refer inquiries to Records Office.

Change Curriculum/Advisor	"I just decided on my major. Will you change my code?"	Complete "Change of Major" form and forward to Admissions	Complete "Change of Major" form and send to Admissions	Complete "Change of Major:" form and send to Admissions	If a student is a non-degree seeking student and wants to pursue a major, direct student to Admissions Office.
Change Name	"I got married. Please change my name." "I changed my name from Schmidt to Smith." "I changed my name from Nguyen Chen to Julie Chen." "I changed my name from John Brown to John Adams"	NO; must complete form and provide court documentation	Yes; must complete form and provide court documentation	Yes; must complete form and provide court documentation.	Refer students to Records Office for form.
Class Schedules or statements	"I forgot what I signed up for. Can you give me my schedule/statement/bill?"	No; may print off of Campus Web.	Yes; must show photo ID/Bay ID card	Yes, with signature. It will be mailed to home address.	Refer schedule questions to Records Office and statement/bill questions to Business Office.
Grades	"Can you give me my Math grade?"	No; check Campus Web	Yes; must show photo ID/Bay ID and have no holds.	Yes, with signature. It may be mailed to home address.	Since we no longer mail grade reports, students may access their grades through Campus Web.
Need to talk with a student or get a message to a student	"Can you tell me where John Smith is? I need to talk with him or give him a message."	No; can get a message to student to contact individual.	No; can get a message to student to contact individual.	N/A	If EMERGENCY situation, locate student immediately and deliver message.

Information About a Student	Someone (spouse, friend, police detective, Press, etc.) asks if Jane Doe is registered/attending/admitted at Bay College.	No. Inform person that we need a release of information signature.	No. Inform person that we need a release of information signature.	No. Inform person that we need a release of information signature.	
Registration - Enroll	"I need to register my wife...son...daughter for classes."	No. Student must contact Admissions for enrollment information.	Yes, but should provide written permission from student to provide/print schedule, or mail student schedule directly to student.	No. Student must contact Admissions for enrollment information.	Refer questions to the Records Office or Admissions Office.
Enrollment Verification	"I need proof of enrollment for insurance company or college/university."	Yes, but encourage them to use National Student Clearinghouse site that's on Campus Web. Click on "Campus Web," "Guest," "General," "Clearinghouse Student Self Service Site."	Yes. Student should provide written permission with signature to release.	Yes, with written permission.	Refer questions to Records Office.

Room Numbers	<p>“I lost my schedule. Can you tell me what room my class is in?”</p> <p>“I’m looking for my girlfriend/nephew/daughter... what room is her class in?”</p>	<p>Yes; if they know the name of the class and key information.</p> <p>If emergency, check AS400 for location of student and retrieve student from classroom. If non-emergency, get message to student to return phone call.</p>	<p>Yes, with photo/Bay ID</p> <p>If emergency, check AS400 for location of student and retrieve student from classroom. If non-emergency, get message to student to contact person.</p>	<p>Yes, to the address we have on file.</p> <p>No.</p>	Use good judgment over phone.
Student ID Number	“I can’t remember my student ID number.”	Yes; with correct answers to SS#, birth date, address, and random questions regarding classes taken and grades	Yes, with photo ID.	Yes, with request and signature	Because of the sensitive nature of passwords, in person with photo ID is the preferred method. Please be confident that the person you are speaking to is indeed the student.
Transcript - Official	“May I have my official transcript?”	No; advise of ways to request official transcript.	Yes, with form. Takes 3-5 business days.	Yes, with form or letter; takes 3-5 business days.	Fax transcripts are not official.
Course Change or Withdraw from College	“I need to withdraw my son or daughter from Bay College because of medical issues.”	No; student must complete “Withdrawal from College” form.	Form must be completed and signed by student.	Form must be signed by student with medical documentation attached.	Refer emergency situations to Records Office.

Course Change or Withdraw from College	"I need to drop a course for my son/daughter."	No; student must complete form.	Give form to parent and ask student to complete and sign.	Form must be completed and signed by student.	Refer questions to Records Office.
Course Change or Withdraw from College	"I need to drop a course."	No; must complete form or send/email/fax signed request.	Yes; use form.	Yes, we can mail form to student.	Refer to Records office for questions.
Transcript - Unofficial	"I need a copy of my transcript."	Use Campus Web to print unofficial.	Yes, with photo/Bay ID.	Yes, with signed letter; we mail back to student.	Student may fax a signed release form and Records Office will fax back to student an unofficial transcript.
Parent Request for Information about Student Progress	"I need to see a copy of my child's grades." or "Is my child attending classes?" or "Why did my son/daughter fail the test?"	Refer student to VP for Student Services	Refer student to VP for Student Services	Refer request to Vice President for Student Services	FERPA says institutions "may" provide info to parents.

Mjl
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