



**FAMILY EDUCATION RIGHTS & PRIVACY ACT (FERPA)
OFFICE GUIDELINES**

In order to clarify 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 November 1994 MACRO publication *FERPA Guidelines and Universities*.

ACTIVITY	QUESTION/REQUEST EXAMPLE	METHOD OF CONTACT			COMMENTS
		PHONE	IN-PERSON	MAIL/FAX	
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 Address	"I moved. Can you change my address?"	NO	YES, with photo ID. Use form.	YES, with signature.	Did you know you may change your address through eGRCC?
Change Curriculum	"I just decided on my major. Will you change my code?"	Can change within the personal interest or non-degree seeking category.	Can change within the personal interest or non-degree seeking category using form.	Can change within the personal interest or non-degree seeking category with letter or form.	Students changing to ANY <i>degree seeking</i> program MUST SEE A COUNSELOR.
	"I want to switch from Nursing to Criminal Justice."	NO	NO	NO	All HEALTH CODES must be changed by the Health Admissions Coordinator.
Change Name	"I got married. Please change my name."	NO	YES, use form. Must show driver's license or state ID.	YES, use form. Must show driver's license or state ID.	
	"I changed my name from Schmidt to Smith."	NO	YES, use form. Must show driver's license or state ID.	YES, use form. Must show driver's license or state ID.	
	"I changed my name from Nguyen Chen to Julie Chen."	NO	YES, use form. Must show photo ID and have court documentation.	YES, use form. Must show photo ID and have court documentation.	
	"I changed my name from John Brown to John Adams."	NO	YES, use form. Must show driver's license or state ID.	YES, use form. Must show driver's license or state ID.	
	"I work at GRCC and I have changed my name."	NO. Student employees must go through Payroll. Staff and faculty must contact HR.	NO. Student employees must go through Payroll. Staff and faculty must contact HR.	NO. Student employees must go through Payroll. Staff and faculty must contact HR.	
Class Schedule	"I forget what I signed up for. Can you give me my schedule?"	NO, may get this through eGRCC.	YES, must show photo ID.	YES, with signature. It will be mailed to home address.	
Grades	"Can you give me my Math grade?"	YES. We may mail a copy to the home address.	YES, must show photo ID.	YES, with signature. It will be mailed to home address.	Since we no longer mail grade reports in batch, students may access their grades through eGRCC with password.

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Information About a Student	Someone (spouse, friend, police detective, GR Press, etc.) asks if Jane Doe is registered/attending/admitted at GRCC.	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.	
Password Resets	"I can't remember my password for eGRCC."	YES, with correct answer to student ID# and SS#, birth date, address, and random questions regarding classes taken and grades.	YES, with photo ID.	YES, with request, ID number, and signature.	Because of the sensitive nature of passwords, in person with photo ID is the preferred method for resets. Please be confident that the person you are speaking to is indeed the student.
Registration Drop	"May I drop a class?"	YES, through eGRCC.	YES, with photo ID.	YES, with form and signature.	
Registration Enroll	New student/never been admitted, "May I register for classes?"	NO. Must first apply through the Enrollment Center or online	NO. All students must first go through the Enrollment Center or online to be admitted to College.	NO. All students must first go through the Enrollment Center or online to be admitted to College.	
	Already admitted student, "May I register for classes?"	NO. They may use eGRCC.	YES, with photo ID.	NO. They may use eGRCC.	Students are encouraged to complete their own registration using eGRCC.
	"I need to register my wife/son/daughter for classes."	NO, however, the student may use eGRCC.	YES, but may not print schedule or release any documentation without written permission of the student.	NO	
Room Numbers	"I lost my schedule. Can you tell me what room my class is in?"	YES, if they know the name of the class and key information.	YES, with photo ID.	YES, to the home address we have on file.	Use good judgment over the phone.
	"I'm looking for my girlfriend/nephew/daughter... what room is her class in?"	NO. Refer to Campus Police if emergency.	NO. Refer to Campus Police if emergency.	NO	
Student ID Numbers	"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 for resets. Please be confident that the person you are speaking to is indeed the student.
Transcript - Official	"May I have my official transcripts?"	NO. Advise of ways to request official transcripts.	YES, with form. Takes 3-5 business days.	YES, with form or letter. Takes 3-5 business days.	We will not FAX transcripts. If ordered by eGRCC, next business day Processing.
Transcript - Unofficial	"I need a copy of my transcript."	NO. May use eGRCC to print unofficial.	YES, with photo ID.	YES, with signed letter. We mail back to student.	We will not FAX transcripts. May advise on how to obtain unofficial.