POLICY TITLE: User Information Privacy Policy

POLICY #: IT – 20

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DATE POSTED for Review:

APPROVED DATE:

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BRIEF DESCRIPTION:

This following policy concerns the governance and privacy aspects of user information at Bluefield College.

Introduction | Policy Statement **|** Related Policies

Introduction:

User information privacy is exceptionally important to Bluefield College. In order to maximize student protection and ensure compliance with the Family Educational Rights and Privacy Act (FERPA), Bluefield College will adhere to the guidelines of this policy.

Policy Statement:

Privacy Policy & FERPA:

STUDENT RECORDS
Your records are maintained under the provision of the Family Educational Rights and Privacy Act of 1974 (FERPA). The act seeks to protect the student's right to access to the student's records to persons authorized by the FERPA regulations or by the student.

Parents of dependent students (as defined under FERPA) have the same rights of access and review as the student. Exceptions will be made if requested by you, in writing and accompanied by proof of independence, as defined by FERPA. Requests for such exceptions should be directed to the registrar.

The College reserves the right to contact your parents (or a physician of your choice) when, in the opinion of the College, notification is necessary to protect your health, well-being, and safety, or that of others.

ACCESS TO RECORDS
You may inspect your educational records maintained by the College in accordance with FERPA guidelines. Directory information, as listed below, is public unless the student requests, in writing, of the registrar that all or part of such information not be published or made available:

- name
- address
- hometown

- high school attended
- previous or future institutions of study
- parents'/guardians' names and hometowns
- telephone listing
- electronic mail address
- photograph or video clip
- date and place of birth (student age)
- dates of attendance
- class year
- major field of study
- degrees, honors, and awards received
- grade point average, in recognition of achievement
- research or special curricular projects
- weight and height of members of athletic teams
- athletic record
- participation in officially recognized activities and sports

No other information will be made available unless the student gives Bluefield College written permission to release information to specific individuals regarding academic progress, student conduct, and financial affairs. An exception may include notification of appropriate individuals in a health or safety situation OR if a student meets the IRS Code definition of a dependent.

Access to any other information, except by persons authorized by the student or the dependent student's parents, is strictly limited in accordance with the FERPA regulations.

FERPA authorizations and identity validation:

Written permission to release information to specific individuals will be submitted to Bluefield College using the FERPA Release Form. A FERPA Release Form can be obtained from the college's BC Central office of by downloading it from the MyBC portal. The form must be submitted in person or via a postal carrier.

Upon obtaining a FERPA Release Form, the BC Central staff will record the appropriate release information into the college's ERP solution. The information on these screens is available for view access by all other administrative offices.

When contacted for an information request, Bluefield College employees are required to validate the individual's identity and/or confirm that the individual requesting information is authorized to obtain information through a FERPA release. To validate identity, an employee must request the user provide information that can be confirmed in the ERP system. These items may include but may not be limited to SSN, birth date, and/or legal home permanent address. Employees are educated to prompt students to volunteer any information of that type but to not specifically ask for a particular data element.

For login information, IST provides online tools for identity validation. Students are notified that no data is stored and are provided alternate means for contacting IST if they are not comfortable using an online tool. All Administrative and Academic areas at Bluefield College urge students to contact IST if they have an issue with their login information or if they do not wish to use the online validation feature.

If emailed, IST informs the student that Federal FERPA regulations and institutional policy do not permit us to provide login information via email. We then provide a phone contact and request the

student call us. When called, we prompt the student to provide us with information to validate their identity as indicated previously in this policy. If a parent or other individual calls on behalf of a student, we check our ERP system for a FERPA entry. If no FERPA entry exists for an individual calling on behalf of a student or we cannot confirm identity, we do not provide any information.

<u>On-campus versus online:</u>

Both on-campus and online students are treated the same in regards to information privacy.

Related Policies, References and Attachments:

A copy of Bluefield College's policy RIGHT TO INSPECT AND REVIEW ACADEMIC RECORDS is available in the Registrar's Office.

This collection of Bluefield College Information Systems and Technology policies and procedures contain acceptable use, security, networking, administrative, and academic policies that have been developed to supplement and clarify Bluefield College policy.