

# INCIDENTS INVOLVING STUDENT DATA

**If you see a data release, don't ignore it!  
Take Action.**

Unauthorized releases of student records happen from time to time—sometimes by accident, due to an oversight, or due to unavoidable circumstances. **The greatest individual and institutional risk surrounding incidents is when it isn't reported.**

**What does an incident look like?**

Anytime a piece of a student's record is released, shared, or lost it can be a FERPA incident.

- An email containing record information is sent to the wrong student.
- A laptop (or other device) holding student grades/records is lost/stolen.
- A piece of a student's record (transcript, bill, schedule) is found in a public place.

**How to report an incident:**

Report any incidents that may involve the exposure of student data to:

[ferpa@wcupa.edu](mailto:ferpa@wcupa.edu).

If there is a **time-sensitive incident**, please call the Registrar's Office at 610-436-3541

Include as many incident details as possible. Including what information was shared, which student(s) may have been impacted, how the information was shared, who with and when.

**What happens next?**

The Registrar's Office works to assess the situation and measure the ongoing risk. For example, was it a one-time disclosure or is there a risk that private information can continue to be shared.

**The next steps include:**

- Securing the student's record
- Assessing the risk the disclosure has on the student and institution.
- Performing proper notifications.
- Identifying opportunities to avoid similar incidents in the future.
- Providing follow up training.

Even if you aren't sure if there has been an unauthorized release or other violation of FERPA, it is better to contact the Registrar's office.