

# FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT

A federal law that governs the release of, and access to, student education records.

**When in doubt, don't give out!**

## Know the difference

**Remember:** You should only access student information as needed for your job responsibilities. Just because you can access information, does not mean you should; curiosity is not a legitimate educational interest.

### Directory

WCU does not make directory information generally available to the public. Disclosure of this information should not be performed by anyone not authorized to do so.

- Name
- Address (local, permanent, and email)
- Telephone number (local and permanent)
- College/School of enrollment
- Major field of study
- Current enrollment status (dates of attendance, full-/part-time enrollment, withdrawn)
- Degrees conferred by West Chester University (including date)
- Participation in officially recognized sports and activity

### Non-Directory

Student record information must not be released to third parties outside the University, **including parents and spouses**

- Social Security number
- Tuition charges
- Grades and related information
- Date and place of birth
- Disciplinary actions
- Ethnicity
- Advisor's name
- Residency status
- Current class schedule and courses completed

### Withholding Directory Information

Students may complete the **Request to Prevent Disclosure of Directory Information** to prevent the distribution of data

 The **protection shade** is visible in myWCU

If you receive a request for information about a student & their record displays the icon above only respond with:

**"I have no information available on an individual who matches the information you provided."**

## Day-to-Day Strategies

### Email

- Messages containing education records should not be sent to any student other than the one to whom the records belong.
- Always communicate through WCU email addresses.
- Email messages containing personally identifiable information, or that refer generally to the education record may be sent to more than 1 student if individual messages are sent to recipient and are sent out of myWCU.

### Phone

- Try to serve students in person or via WCU email as often as possible.
- For general questions about registration, process, policy, etc. refer callers to the appropriate section of the WCU website.
- If specific student information needs to be shared, ask to follow up with an email to their WCU account.

### Cloud Storage

It is essential to use caution when storing non-directory information in the cloud.

E.g. Google docs or Dropbox

### Signs & Lists

- Do not include non-directory information.
- Remove students who have requested non-disclosure.
- Never use social security numbers on any list.
- If you do not have access to myWCU, contact your dept. or the Registrars office.

### Computers

If you ever encounter a situation where a laptop or files containing student records, are lost or stolen, please contact **the Registrars office**.

## Registrar Contact Information:

**Kershner Student Service Center**  
25 University Ave, West Chester, PA 19383  
610-436-3541 | [ferpa@wcupa.edu](mailto:ferpa@wcupa.edu)

**WCU**  
**WEST CHESTER**  
**UNIVERSITY**