POLICY: Confidential Information

STATEMENT: Enrollment Services safeguards confidential information concerning students, employees, Enrollment Services business, and other matters. Unauthorized access and/or disclosure of confidential information is prohibited.

PHILOSOPHY: Enrollment Services educational, financial and other information is considered confidential and subject to specific university, state and federal laws and regulations. Therefore all confidential information must be protected against unauthorized access and/or disclosure. Access to and release of information must be in compliance with federal and state regulations and campus policies.

PROCEDURES: Types of Confidential Information
Confidential Information includes, but is not limited to information concerning:
- Current, prospective and former students (and their parents);
- Current, prospective and former employees; and
- University business, finances, operations or contracts.

Violations
Violations of this policy may result in disciplinary action taken in accordance with university policy.

Media Contacts
Employees must not comment to representatives of the press (radio, television or print media) concerning confidential information without authorization from the Assistant Vice President of Enrollment Services. Inquires from campus media must be referred to the appropriate director.

Employees may not represent themselves as spokesperson for the University unless authorized to do so.

Subpoenas
Subpoenas and any other request or demand for the release of information for a legal proceeding must be referred to Associate Director of Admissions and Records, the Director of Student Financial Aid, Employment and Scholarship Services or their designee and will be handled in accordance to UCCSN policy.

Types of Requests
The confidentiality and security of student educational records are of primary importance to the university. As amended, the Family Educational Rights and Privacy Act (FERPA) of 1974 ensures that eligible students have the right to inspect and review educational records, files and other data; to waive the right of inspection and review of confidential letters and statements of recommendation filed since Jan. 1, 1975; to challenge the content of educational records to ensure that it is not misleading or inaccurate; and to preclude any or all directory information from being released.

The university may disclose, without a student’s written consent, educational records or other personally identifiable information to fulltime university employees having authorized access; to the director of admissions and registrar and/or appropriate officials of another school or school system in which the
student intends to enroll; to people or organizations providing student financial aid; to accrediting agencies involved in accrediting functions; to parents of a student whose status as a dependent has been established according to the Internal Revenue Code of 1954, Section 152; to an alleged victim of any crime of violence the results of any institutional disciplinary proceeding against the alleged perpetrator of that crime with respect to that crime; in compliance with a judicial order or lawfully issued subpoena, provided, the university makes a reasonable attempt to notify the student of the order or subpoena in advance of compliance, except if commanded not to do so in a subpoena, if the subpoena has been issued for a law enforcement purpose or by a federal grand jury; to authorized officials in connection with an emergency, if knowledge of the information is necessary to protect the health or safety of a student or other people.

Directory information is considered public and may be released without written consent unless specifically prohibited by the student concerned. Data defined as directory information includes: student name, address, telephone number, email address, major field of study, student participation in officially recognized activities and athletics (including Greek organizations), weight and height measurements for members of athletic teams, dates of attendance, enrollment status (full-, half-, part-time; undergraduate or graduate), degrees and awards received, and the most recent educational agency or institution the student has attended. In general, directory information is not available until each registration period closes.

A student may complete a Confidentiality Status of Directory Release Information and fill it with the Office of Admissions and Records.

- **Student Request:**
  A request in writing must include student’s name, the student’s ID number, a list of what information is being requested and student’s signature. A government issued ID and/or a university issued student ID must accompany a request in person.

- **Parent/Guardian Request:**
  A request for directory release information must include a written release statement from the student. The release statement should include the student’s name, the student’s ID number, a list what information is being requested, the name of the party the information is being released to and the student’s signature.

The Assistant Vice President for Enrollment Services, or the Director of Student Financial Aid, Employment and Scholarships Services, or their designee will review a request for non-directory release information.

- **Third Party Request:**
  A request for directory release information must include a written release statement from the student. The release statement should include the student’s name, the student’s ID number, a list what information is being requested, the name of the party the information is being released to and the student’s signature.
The Assistant Vice President for Enrollment Services, or the Director of Student Financial Aid, Employment and Scholarships Services, or their designee will review a request for non-directory release information.

- University entity or department Request:
  A request must be made to Assistant Vice President for Enrollment Services. The request must include a list of the information being requested and the purpose of requesting information. Information will be released only if the Assistant Vice President for Enrollment Services deems that it is for a legitimate educational reason.

**Email**

Upon enrollment, the university may send official correspondence to a student via email. Emails will only be sent to the university assigned email address. Email is not considered a secure method of transmitting information; therefore any information that has been defined as confidential should never be sent in an email. A request for confidential information will not be accepted via email, as there is no way to verify the requester without a signature (written or electronic).

**RESPONSIBILITY: Directors**

Directors are responsible for knowing confidentiality laws, policies and guidelines that pertain to their area. Directors are also responsible for informing subordinate supervisors in changes to confidentiality laws, policies and guidelines that pertain to their area.

**Supervisors**

Supervisors are responsible for knowing confidentiality laws, policies and guidelines that pertain to their area. Supervisors are also responsible for informing employees about restrictions on confidential information.

**Employees (includes all categories: professional, classified & student)**

Employees are responsible for knowing confidentiality laws, policies and guidelines that pertain to their area. Employees are responsible for any information that a Supervisor gives them.

**RESOURCES:**

Contact the Assistant Vice President for Enrollment Services if you have any questions or if you would like more information about this policy.

**REFERENCES:**

- Standards of Conduct for the Use of UNR/UCCSN Computing and Network Resources
- UCCSN Computing Resources Policy
- University of Nevada, Reno General Catalog
- System Computing Services (SCS) Mainframe Application Policy (not available)
- Family Educational Rights and Privacy Act (FERPA) of 1974