

TROY UNIVERSITY

Family Educational Rights & Privacy Act (FERPA) Office Guidelines

In order to clarify our 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....

Any student action can be performed by a designee as long as there is a completed "Student Consent Form" on file for the designee.

Activity	Question/Request Example	Method of Contact			Comments
		Phone	Mail	In-Person	
Admissions	"Has my son enrolled to School?", "Is my Child/Spouse registered?"	NO; do not release any information	NO; do not release any information	NO; do not release any information	Suggest they talk with their child/spouse in order to get the information they seek, regardless of age
Change Address	"I moved. Can you change my address?"	NO; Student can change their address using Trojan Web Express	Yes; use form and picture ID	Yes; use form and picture ID	
Change Program	"I want to change my program"	NO	Yes; use form and picture ID	Yes; use form and picture ID	Assign the new advisor and advise the student to contact
Change Name	"I got married. Please change my name"	NO	Yes; use form; must show photo ID and have court documentation	Yes; use form; must show photo ID and have court documentation	Any name change requires court documentation (e.g., marriage license, divorce decree, court order).
	"I changed my name from Schmidt to Smith"	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 Johnson to Mike Johnson"	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 Johnson to John Smith"	NO	Yes; use form; must show photo ID and have court documentation	Yes; use form; must show photo ID and have court documentation	
Class Schedules	"I forget what I signed up for. Can you give me my schedule?"	NO; Student may get this through Trojan Web Express	Yes; must include photo ID.	Yes; must include photo ID or through Trojan Web Express.	Students can see their schedule through Trojan Web Express
Grades	"Can you give me my Math grade?"	NO; Student may get this through Trojan Web Express	Yes; must include photo ID.	Yes; must include photo ID or through Trojan Web Express.	Students can see their grades through Trojan Web Express
Information about a Student	Someone (spouse, friend, police detective, GR Press, etc.) asks if Jane Doe is registered/attending/admitted	Yes; You can tell they are registered but not specific information	Yes; You can tell they are registered but not specific information	Yes; You can tell they are registered but not specific information	Yes; You can tell they are registered but not specific information

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Registration Drop	"May I drop a class?"	NO	YES; with photo ID	YES; with a picture ID and a completed form	Suggest student drops using Trojan Web Express
Registration Enroll	New Student/never been admitted, "May I register for class?"	NO	NO. All students must first go through the Admissions Office	NO; The student will need to complete the Admissions Process	Students are encouraged to enroll online using Trojan Web Express
	Already admitted student, "May I register for classes?"	NO	YES; with photo ID and completed form	YES; with picture ID	
	"I need to register my wife..son..daughter...husband for classes	NO	No; The student will need to complete the Registration form	NO; only if the student has a Consent Form on file and a photo ID	
Room Numbers	"I lost my schedule. Can you tell me what room my class is in?"	NO; Student may obtain a schedule using Trojan Web Express	NO; Student may obtain a schedule using Trojan Web Express	YES; must show photo ID	Contact Supervisor
	"I am looking for my girlfriend/nephew/daughter/spouse.. What room is her class in?"	YES only if the student has a Consent Form on file	YES only if the student has a Consent Form on file	YES only if the student has a Consent Form on file	
Student ID Number	"I can't remember my student ID number"	NO	YES; with request and signature	YES; with a photo ID	Contact Supervisor
Transcript Official	"May I have my official transcript?"	NO; advise of ways to request official transcripts	YES; with form or online request	YES; with form or online request	Will not fax transcripts
Information about a Student	"I need a copy of my transcript?"	NO; may use Trojan Web Express to print unofficial	YES; with a photo ID	YES; with form request	Will not fax transcripts