

**BRIDGEVALLEY COMMUNITY & TECHNICAL COLLEGE****STUDENT COMMUNICATIONS**

**Date approved by cabinet: March 8, 2023**

**Effective date: April 20, 2023**

**Expiration date (5 years from effective date if not renewed): April 20, 2028**

**Section 1. Policy Statement**

- 1.1. All colleges and universities are required by federal mandate to comply with the Family Educational Rights and Privacy Act (“FERPA”). To comply with the guidelines outlined by FERPA, BridgeValley Community and Technical College (College) has established this administrative procedure relating to student communication as it relates to a student’s record including but not limited to: grades, all registration data, admissions status, test scores, financial aid and billing.

**Section 2. Purpose**

- 2.1. The Student Communication Policy shall define the limits and obligations of the faculty and staff of the College in communication regarding a student’s record.
- 2.2. For the purposes of this policy, and as defined by FERPA, a student shall be defined as any person whose records are being held by the institution including, but not limited to admissions records, academic records and transcripts, health records, and financial records.
- 2.3. Per FERPA, the College cannot and should not release any information about current or formerly enrolled students without prior written permission from the student. If a student so chooses, he or she may complete a FERPA release form through the Division of Student Affairs. This form states which information may be released and with whom it may be shared. It is then recorded in BANNER and distributed to other administrative offices on campus.

**Section 3. Telephone Communications**

- 3.1. In an effort to protect the privacy of all current and former BridgeValley Community and Technical College students, the College requires the following for all telephone communication:
  - 3.1.1. When students contact the College to discuss records including bills, financial aid and registration records, the College representative must confirm the student’s ID and either the student’s date of birth, the last 4 digits of their Social Security Number, OR third party ID (which is the same as the prefix to their College email address). When an agent of the College contacts a student

via telephone, that employee may also request this information as a means of confirming that the student is the party to whom they are speaking.

#### **Section 4. Email Communications**

- 4.1. All communication from currently enrolled students to faculty, staff and administration including student concerns, assignments, inquiries about records and financial aid, etc. must be initiated from the student's College email. If an enrolled student emails from an account other than their assigned College email account, the student will be asked to resend the email from their College email address. This policy ensures that students' rights are upheld as required by FERPA legislation.

#### **Section 5. Requests for Records**

- 5.1. While requests for records (i.e. transcript request, enrollment verification, etc.) should be made in writing or via approved third party providers located on the College website, it is understood that this is sometimes not possible. Under these circumstances, requests for records may be made via College email and should include full legal name (including maiden name, name changes, etc. if applicable) and Student ID Number in order to best confirm the request is being made by and fulfilled for the correct student. The email request should then be printed and stored in the student's file.