



# Confidentiality Memo of Understanding

***This document confirms that you understand and follow the Federal Privacy Act and FERPA regulations.***

Information included in student records and confirmation about student participation in the college is confidential and governed by federal, state and college regulations. This covers information stored as hard copy and information that can be retrieved from the computer as well as verbal communication. No other individual including family, spouse, friends, or fellow students may receive information on a student without permission from the student.

Should a student inquire about their own enrollment, staff should ask to see identification to verify their identity or direct them to a computer where they can assist the student in finding the information they need.

### **Examples of requests for information and suggested procedures:**

- A fellow student that you know comes to ask for their list of classes.  
*Ask for their picture identification and inform them, "It is college policy to confirm who you say you are by asking for identification." All students must be treated in the SAME fashion. Should a student balk, suggest that you can assist them at the computer stations where they will be able to find the information independently.*
- An attorney calls and asks if a student is enrolled.  
*All legal inquiries are referred to Admissions, 310-434-4450. Police inquiries should be referred to a staff member.*
- A parent asks to know the classroom where the student is attending class.  
*NO ONE other than the student is to have this information – not even a family member according to the FERPA guidelines. Forward the inquiry to a staff member.*
- A student is in our office requesting a copy of the list of classes for himself and his wife.  
*Technically, he cannot have a copy of his wife's confirmation of classes. He can only receive a copy of his class confirmation after showing his picture ID. The wife will need to come in herself.*
- A family emergency requires contacting a student in class.  
*Please refer this to a staff member to handle.*
- A student telephone caller requests information about their enrolled classes.  
*Inform the student they have the option of using Corsair Connect to verify their class list. A confirmation of classes can be sent through the mail to the address in the computer only.*
- An enrolled student asks for an instructor's telephone number.  
*Federal Law prohibits us from releasing any personal information on staff, students or instructors. Even if the instructor included it in the class handout, we cannot release the information. They should follow-up with their instructor the next time they are in class.*

My printed name below indicates that I have read the above information and agree to abide by the confidentiality provisions.

Date: \_\_\_\_\_ Print name: \_\_\_\_\_

**Continue to the CONFIDENTIALITY AGREEMENT on the next page**

*Completion of the FERPA training, the Confidentiality Memo and Agreement, Employment Application/Contract and other forms for the employment packet must be turned-in to the Financial Aid Office before employment begins.*