

Consent to Release Student Information - Employee Guide

Using Consent to Release Information on the Teaching/Advising Tab

The **F**amily **E**ducational **R**ights and **P**rivacy **A**ct (FERPA) affords students certain rights with respect to their education records. Murray State University may **only** release “directory information” on a student. MSU has defined directory information as:

- Student’s name
- Addresses & phone listings
- Campus email address
- Date and place of birth
- Fields of study
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Dates of attendance
- Enrollment status (including full-time, part-time, not enrolled)
- Degrees (pending and awarded)
- Awards or honors received
- Most recent previous educational institution attended
- Student’s photograph

Students may allow a staff or faculty member of MSU to release confidential information (i.e. information not found in the directory information list) by completing an online form. This online release is a “consent to release student information.”

Students have the option to release all their confidential information or only certain types of confidential information (financial aid, billing/account, academic/education, disciplinary/student conduct information). They also may choose who it can be released to. In order to give consent, a student must provide a signed release in myGate (Academics tab) with a security question and answer. Releases remain active until the student revokes his/her consent.

How can I, as an MSU employee, use this information?

If a student or his/her family member contacts you via phone or email asking about confidential information, you cannot discuss it before completing the following steps:

- (1) Search for the student on the Teaching/Advising tab.
- (2) Check to see if the student has a green “yes” next to ‘Info. Release Consent’.

- (3) Verify the student is allowing you to release the information being requested (if asking about grades, the student must have the statement “authorizing ... academic...”; if asking about financial aid, the student must have the statement “authorizing billing...”, etc.).
- (4) Verify the person requesting the information is on the authorized list.
- (5) Ask the requestor the security question. DO NOT GIVE THEM ANY HINTS TO THE ANSWER.
- (6) Verify the requestor gave the correct answer. THEY MUST ANSWER THE QUESTION CORRECTLY THE FIRST TIME. If they don’t answer the question correctly, respond with “I’m sorry but I am not permitted to release confidential information about this person.”
- (7) You or the requestor can always contact the Office of the Registrar for clarification.

Remember – if a student is marked as “confidential” in Banner, class rosters, or on student search, NO information (including directory information) may be released on that student.