This is a copy of the email provided by the Registrar's office to all faculty and staff:

We trust your semester is going well. This is a reminder regarding FERPA and common do's and don'ts instances that you may encounter throughout the semester. Please remember . . . when communicating with a student about any information in their student record, we are required to ensure that we are in compliance with FERPA (Family Education Rights and Privacy Act). We must take precautions to ensure that the information we release is accessible only to the student (or someone to whom they have given written permission to have the information). Because we don't know if and/or with whom our students share personal voicemail and e-mail accounts, we should never leave details in a personal e-mail account or voicemail to a student.   Please see below for some helpful "Do's" and "Don'ts":

DO'S:
1.   Do familiarize yourself with the Family Educational Rights and Privacy Act (FERPA) and contact Darla Ruff, Nu Tran, Roland Garza or Tami Selby, with questions.
2.   Do abide by the CCCS Directory Information policy (available online in our current catalog under Family Education Rights & Privacy Act of 1974 (FERPA), FERPA Annual Notice to Reflect Possible Federal & State Data Collection and Use.
3.   Do use the "bcc" field when emailing multiple students on the same email.
4.   Do shred all hard copy documents (in compliance with Schedule 8) that have student information on them immediately after use.
5.   Do email students only from your "@CCD.edu" (or other CCCS institution email) email address (see your supervisor/ Chair/ Dean if you do not have one) and only email students through their official college-assigned student email address (@student.cccs.edu).
6.   Do check with the Office of Registration and Records to ensure that a current FERPA Release form is on file before speaking with parents or third parties, including concurrent enrollment students.
7.   Do verify the identity of a student you meet with in person or over the phone before releasing any information to them as per SP 4-60 – Acceptable Identification Process for Student Services Transactions.
8.   Do verify the identity of a student you talk with via telephone before releasing any student specific information (see attached for a list of questions to verify identity over the phone).

DON'TS:
1.   Don't post student grades in public.
2.   Don't save any student information on a portable storage device (thumb drive, mobile devices, etc.).
3.   Don't save any student information on your computer hard drive.
4.   Don't email school or grades related information to a student at any email address other than their Student email or D2L (please remember that the D2L email system is internal to D2L only – it is not the same as the college-assigned student e-mail account).
5.   Don't release education record information to anyone but the student (some exceptions may apply – ask Darla, Nu, Roland or Tami for clarification) this applies to students of all ages, including concurrent enrollment students.

Please let me know if you have any questions