



College of The Albemarle Procedure

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Title: Student Records - Confidentiality

Related Policy: Policy 5.4.3 Student Records - FERPA; Policy 2.3.8 College Records; Policy 6.3.10 Identity Theft (Red Flag); Policy 7.3.1 Electronic Records Retention

Division of Responsibility: Student Success and Enrollment Management

Each area of the College that handles student records shall follow the established internal procedures to protect the security and confidentiality of student information, including hard copy and digital formats. The following guidelines must be followed when accessing confidential information and student records.

I. HARD COPY DATA

- A. Student information with social security numbers and birth dates shall not be placed on hard copy file folder labels (use student ID instead).
- B. Student information with social security numbers and birth dates should not be left unsecured at any time.
- C. File folders (hard copies) containing student information with social security numbers and birth dates must be kept in a locked drawer or a locked room with access only by appropriate personnel.
- D. Any documents containing student information that is confidential should be shredded before discarding.
- E. Interoffice mail containing sensitive student information shall be sent using a sealed, opaque envelope.
- F. Sensitive information shall be mailed First Class or using other traceable delivery service and using an opaque envelope with no markings that will distinguish it as sensitive information.

II. STUDENT COMMUNICATIONS

- A. Students are required to create a unique password upon setting up their accounts in the College's information systems.
- B. Electronic communication with an active student that contains sensitive information should only be sent to the student's College email address. Communications with an active student that does not contain sensitive information may be sent to that student's College email address or designated personal email address on file. Communication with prospective students or past students may be sent to the student's personal email, but should not include any sensitive information (e.g., student grades).



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- C. When communicating with students regarding technical support, registration, transcripts, financial aid and financial information, students should not be asked for a social security number or birth date in public/within hearing distance of other people.
- D. Two forms of authentication must be requested when verbally verifying student identification. Appropriate forms of authentication are the student Colleague ID number, the last four digits of the social security number and birth date. Under no circumstances should a student be requested to verify his/her social security number through email.

III. ELECTRONIC DATA

For more information regarding electronic records, see Policy 7.3.1 Electronic Records Retention and Procedure 7.3.1.1 Electronic Records Retention.

IV. SECURITY BREACH

For more information regarding security breaches, see Policy 6.3.10 Identity Theft (Red Flag).

June 13, 2023

March 10, 2025

N/A

Date Approved by President's Leadership Team

Date of Last Review

Date of Last Revision