

## FERPA Release

The purpose of the FERPA release form is to facilitate the communication of student information to authorized individuals identified by the student. Once the form is received in the Registrar's Office, the information is entered and a positive service indicator then appears on the student's account.

If the student has not restricted access to "directory" (or public) information, you may release the following:	Do Not Release Without Written Authorization:
<ul style="list-style-type: none"><li>• Name</li><li>• Address (local and permanent)</li><li>• E-mail address</li><li>• Telephone number</li><li>• Major field of study</li><li>• Participation in officially recognized activities and sports</li><li>• Weight and height of members of athletic teams</li><li>• Dates of attendance (enrollment verification)</li><li>• Enrollment status (undergraduate or graduate, freshman, etc., full-time or part-time)</li><li>• Degrees, honors, and awards received</li><li>• Institution most recently previously attended</li></ul>	<ul style="list-style-type: none"><li>• Student ID number</li><li>• Student ID Photo</li><li>• Grades/Exam Scores</li><li>• Grade Point Average</li><li>• Social Security Number</li><li>• Parent Address/Phone</li><li>• Detail of Registration Information (i.e., courses, times)</li><li>• Race, Ethnicity, or Nationality</li><li>• Gender</li><li>• Total Credits</li><li>• Number of Credits Enrolled in a term</li><li>• Emergency Contact</li></ul>

1. To view the Service Indicator page, follow these links:

Main Menu> Campus Community> Service Indicators> Person> Manage Service Indicators

[Favorites](#) | [Main Menu](#) > [Campus Community](#) > [Service Indicators](#) > [Person](#) > [Manage Service Indicators](#)

### Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria


ID:

NAU ID:

National ID:

Last Name:

First Name:

[Basic Search](#)  [Save Search Criteria](#)

**1. Enter student ID number**  
**2. Click "Search"**

Or by clicking on the Positive Service Indicator icon from any page.

[Favorites](#) | [Main Menu](#) > [Student Financials](#) > [View Customer Accounts](#)

### Customer Accounts

Business Unit: NAU00

Lumberjack, Lilly Sue

ID:

**9111899**

**Positive Service Indicator**

[Academic Information](#)



2. Verify the student's name, and click on the "RA6" hyperlink to view to whom the student authorized NAU to release information.

[Favorites](#) | [Main Menu](#) > [Campus Community](#) > [Service Indicators](#) > [Person](#) > [Manage Service Indicators](#)

## Manage Service Indicators

Lilly Lumberjack

**Verify Student's Name**

**9111899**

Display:

Effect

All

Institution

Northern Arizona University

[Refresh](#)



[+ Add Service Indicator](#)

Service Indicator Summary									
<a href="#">Personalize</a>   <a href="#">Find</a>   <a href="#">View All</a>   <a href="#">1-2 of 2</a>   <a href="#">First</a>   <a href="#">Last</a>									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
<a href="#">RA6</a>	Release of information on file	Registrar's Office	NAU00	1134	Sum 2013			07/12/2013	
<a href="#">RAA</a>	Academic Advising Required	Advisement Req'd for Enrollment	NAU00	1141	Spring 2014	1141	Spring 2014	09/30/2013	

**Click here to see more information.**

[+ Add Service Indicator](#)

[Return to Search](#)

[Notify](#)

- a. If you do not see the "RA6" option, change the effect drop box to "Positive" then click the "Refresh" link.

[Favorites](#) | [Main Menu](#) > [Campus Community](#) > [Service Indicators](#) > [Person](#) > [Manage Service Indicators](#)

## Manage Service Indicators

Lilly Lumberjack

**Change this to "Positive"**

**9111899**

**Then click "Refresh"**

Display:

Effect

Positive

Institution

Northern Arizona University

[Refresh](#)



[+ Add Service Indicator](#)

Service Indicator Summary									
<a href="#">Personalize</a>   <a href="#">Find</a>   <a href="#">View All</a>   <a href="#">1 of 1</a>   <a href="#">First</a>   <a href="#">Last</a>									
Code	Code Description	Reason Description	Institution	Start Term	Start Term Description	End Term	End Term Description	Start Date	End Date
<a href="#">RAA</a>	Academic Advising Required	Advisement Req'd for Enrollment	NAU00	1141	Spring 2014	1141	Spring 2014	09/30/2013	

[+ Add Service Indicator](#)

[Return to Search](#)

[Notify](#)

- b. If you still cannot see the “RA6” option, then the student does not have a release on file. **You cannot release any information regarding the student’s account without seeking the student’s approval first.**

[Favorites](#) | [Main Menu](#) > [Campus Community](#) > [Service Indicators](#) > [Person](#) > [Manage Service Indicators](#)

## Manage Service Indicators

Lilly Lumberjack

**9111899**

Display:    Effect        Institution        [Refresh](#) 

[+](#) [Add Service Indicator](#)

### Service Indicator Summary

No Service Indicators exist for selected criteria.

[+](#) [Add Service Indicator](#)

[Return to Search](#)

[Notify](#)

3. View the “Comments” section to see who you can talk to regarding the student's account.

Favorites | Main Menu > Campus Community > Service Indicators > Person > Manage Service Indicators

### Edit Service Indicator

Lilly Lumberjack **9111899** Release

\*Institution:  Northern Arizona University

\*Service Indicator Code:  Release of information on file

\*Service Ind Reason Code:  Registrar's Office

Description:

Effect: Positive

**Effective Period**

Start Term:  Sum 2013 End Term:

\*Start Date:  End Date:

**Assignment Details**

\*Department:  Registrar

Reference:

Amount:  Currency:

**Contact Information**

Contact ID:  Contact Person:

Placed Person ID:  Placed By:

Placed Method: Manual

Placed Process:  Release Process:

**Comments**

Release information to **Louie Lumberjack**

**You can only release information to the person(s) listed here.**

**Services Impacted**

Impact	Description	Basis - Date	Basis - Term	Term Category
1 INFO	Informational Only	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Service Indicator Date Time: 07/12/2013 9:09:19AM

User ID:

OK Cancel Apply

- a. If the name listed in the “Comments” sections does not match the person you are talking to, you CANNOT release information without seeking further approval from the student.

EX: If you are talking to Leroy Lumberjack, and the release is to Louie Lumberjack, you cannot release the information.

**NOTE:** Ask for the requestor's name *BEFORE* you look for the authorized person(s)' name. This prevents the caller from claiming someone else's identity. Yes, it happens.