**UCLA Registrar’s Office Policy on Access to Student Data**

1. **Definition of Student Data**

   Student data is collected in the Admissions Systems for applicants and admitted students and in the Student Records System (SRS) and Student Information System (SIS) for admitted and registered students. Data is collected for official University business. This policy sets forth the conditions under which student data may be distributed by the Registrar’s Office in a manner consistent with FERPA and University policies.

   Student data includes any data collected in the Admissions Systems, SRS, contracted vendor system, or SIS including student directory data as defined by FERPA and UCLA policies. Distribution of data refers to UCLA student data in any format, including hard copy, electronic format, and data in officially approved repositories (e.g., Registrar’s Student Records Database (SRDB), SAWeb, Enterprise Directory, Campus Data Warehouse).


2. **Requesting Student Data**

   To obtain student data from the Registrar’s Office a Registrar’s Service Request (RSR) must be submitted (http://www.registrar.ucla.edu/rsr/). Charges, if any, vary depending on the request and the requestor. Please refer to UCLA Registrar’s Service Request (RSR) Recharge and Billing Policy for detailed information about charges.

   Requests for student data are evaluated on a case by case basis and are approved or denied by the University Registrar. The timeliness of the review will vary depending on the complexity of the request. Requests must demonstrate a legitimate educational interest and must be relevant to the academic or administrative responsibilities of the sponsoring department or organization. All student data are released for use by the requesting department only. Authorizing individuals and their designees (including contracted vendors) must agree to use the data provided only for the purpose specified in the request and, unless required and authorized, must agree that data obtained will not be reproduced, published, publicly posted, or used for any secondary purpose. Misuse of student data may subject requestors or their designees to civil or criminal penalties and/or University discipline. To ensure compliance, all elements of the intended data uses must be stipulated in the RSR.

   Email addresses for students are not provided to any departments, units, or organizations for the purpose of sending mass emails to students; refer to Section 6 of this document for information about sending email notifications to students.
Requests for student address/phone data is released to the requestor for one-time contact with the student as defined in the request. Samples of mailing materials and phone scripts must be submitted when making a request for student addresses or phone numbers.

Requests for student data using self-reported ethnicity as a selection criteria are approved or denied in accordance with UC Outreach Guidelines for Compliance with Proposition 209 (UC Office of the General Counsel, March 12, 2003) and only if students have not restricted release of their contact information for ethnic-based mailings.

3. Access Privileges and Procedures

The authorization process and type of student data that may be provided varies according to the academic or administrative responsibilities of the sponsoring department. Campus personnel with access to student records data in any location or format (SR2, SAWeb, SRDB, Enterprise Directory, etc.) are required to complete the FERPA Quiz every two years before gaining or continuing access.

If student data are used to support the development of online services that include a shared information environment or forum-style interaction (e.g., chat rooms), users of the online services must be presented with an opt-in process that records the transaction date/time stamp, and the ability for the user to opt-out at any time. Any shared information environment or forum-style service must also provide users the ability to participate using an alias or other method to protect student anonymity, but not to impersonate. If the application requests the use or storage of personally identifiable information, a FERPA waiver/consent form is required.

Requests for student data are evaluated and approved under the following guidelines:

3a. UCLA Academic Departments and Units

Student data may be provided to chairs of academic departments, interdepartmental programs (IDP), or centers for interdisciplinary instruction (CII); to college and school deans; and to committee chairs of the Academic Senate. Designees from these offices may submit requests for student data on behalf of chairs, deans, and directors.

3b. Other Official University Units

Student data may be provided to other official University units at UCLA or other UC campuses. This includes UCLA business entities. Requests must be authorized by the director or administrative manager of the unit making the request.
3c. Research Purposes

Student data may be provided to researchers affiliated with UCLA. The researcher must submit proof of UCLA Internal Review Board (IRB) approval or waiver when making a request for student data to be used in scholarly research, including requests for email, addresses or phone numbers. The request must be authorized by the dean, chair, or department head of the sponsoring UCLA department. For student researchers, authorization by the researcher’s faculty advisor at UCLA is also required.

In evaluating requests from researchers, the Registrar's Office works cooperatively with the campus institutional research offices, including the Student Affairs Institutional Research Office (SAIRO), the Office of Analysis and Information Management (AIM), the Graduate Division Informational Technology & Institutional Research Office, and the Center for Educational Assessment (CEA), to determine the institutional impact of surveying students. Requests for student data from researchers wishing to survey students may be modified, approved or denied based on recommendations from the directors of these offices.

The use of third-party applications (e.g., SurveyMonkey) to host a survey are acceptable, but the development of the survey must be done with careful attention to ensure student record information is not collected or maintained by non-contracted vendors. Refer to section 3e. of this document for information about contracting vendors.

3d. Student Organizations

Student contact data may be provided to UCLA student organizations that are registered with the Center for Student Programming (CSP). Student contact data is released for one-time contact by the requestor as outlined in the request. Student organizations may receive student addresses and student phone numbers in hard copy format only.

Requests from student organizations must be authorized according to the following instructions:

Requests from Graduate Student Association (GSA) must be submitted by an elected GSA official and must be authorized by the Director of ASUCLA Student Union (Roy Champawat, rchampawat@asucla.ucla.edu).

Requests from Undergraduate Student Association Council (USAC) must be submitted by an elected USAC official and must be authorized by the Associate Vice Chancellor for Student and Campus Life (AVC Robert Naples, rnaples@saonet.ucla.edu).

Requests from organizations affiliated with Student Retention Center/Campus Retention Committee (SRC/CRC) must be submitted by a Student Affairs Officer in the Community Programs Office (CPO) and authorized by the Associate Vice
Chancellor for Student and Campus Life (AVC Robert Naples, rnaples@saonet.ucla.edu).

Requests from University sponsored fraternities and sororities must be submitted by a University official from Fraternity and Sorority Relations (Carissa Requejo crequejo@saonet.ucla.edu, Troy Bartels tbartels@saonet.ucla.edu, Amanda Adams madams@saonet.ucla.edu) and must be authorized by the director of the Center for Student Programming (Director Mike Cohn, mcohn@saonet.ucla.edu).

Requests from all other student organizations registered with CSP must be authorized by a Student Affairs Officer in CSP.

3e. Third-Party/Vendor Organizations

When a UCLA department or organization makes plans to utilize a non-UCLA entity (e.g., third-party organization or vendor) with a service or support effort that involves student records, the UCLA department or organization and non-UCLA entity must receive authorization by the Registrar's Office to host or collect student information. The formal campus contract must include the UC BUS-43 Appendix DS.

4. The Public

Student data is not provided to the public, including individuals, businesses, and organizations. The public may obtain contact information for a specific set of students as allowed by FERPA by using the campus directory at http://www.directory.ucla.edu/.

UCLA has authorized National Student Clearinghouse to act as its agent for all verifications of student enrollment and degrees (http://www.studentclearinghouse.org). Degree verification for the most recent term is available approximately eight weeks after the term ends.

The media, including campus publications, must contact Office of Media Relations (310) 825-5295 for all inquiries.

The UCLA Registrar's Office provides student contact data to United States military recruiters under the guidelines of The Solomon Amendment.

Requests under the Public Records Acts must contact the Records Management and Information Practices office (310-794-8960). [UCLA Policy 603]

5. Aggregate Data

Aggregate data is defined as data that excludes identifying information such as student names and/or UCLA Identification numbers (UID). Aggregate data is
provided for use in institutional analysis to chairs of academic departments, interdepartmental programs (IDP), or centers for interdisciplinary instruction (CII); to college and school deans; official university units; and to committee chairs of the Academic Senate. Designees from these offices may submit requests on behalf of deans, chairs, and directors. Reports of aggregate data may not be reproduced, published, publicly posted, or used for any secondary purpose without obtaining permission from the Office of Analysis and Information Management (AIM) and the Registrar's Office. Any aggregated data cell with a value less than 10 may not be included in the report.

Aggregate data is not provided to any other requestor. Public institutional data is available at the AIM web site at http://www.aim.ucla.edu/ or the University of California web site at http://www.ucop.edu/ucophome/uwnews/stat/.

6. Mass Email Service

As required for delegated academic or administrative responsibilities, official University departments and units may send email notifications to students using the Registrar's Office mass email service. Requests for mass email service are evaluated on a case by case basis and are approved or denied by the University Registrar. Campus departments with SRDB or other data sources are bound by the policy governing the use of student data for only official university business purposes. Requests must demonstrate a legitimate educational interest and must be relevant to the academic or administrative responsibilities of the sponsoring department or organization. The Registrar's Office reserves the right to edit and format emails according to the Registrar's publications standards.

When emailing students, the Registrar’s Office uses the official email address in SRS that was designated by the student. UCLA Providers who have been designated for the purpose by the Office of the Registrar may issue a UCLA Lifetime Email Address to qualifying students. A qualifying student is an individual who has earned a degree from UCLA, as determined by the Office of the Registrar, and shall be entitled to continue using this email address as a UCLA Lifetime Email Address.

The requesting department must provide a “reply-to” UCLA email address where recipients may send replies and where returned email is sent. The requesting department assumes responsibility for replies and returned email.

Requests for mass email service must be authorized by the individuals listed in Section 3 of this document for each department, unit, or organization. Email address information may not be provided to any off-campus entity, however, requests from department sponsored and campus authorized third-party efforts (i.e., campus sponsored research firms, campus approved vendors that host a survey, established organizations affiliated with a campus program) may be reviewed for an exception on a case-by-case basis.

In evaluating mass emails seeking to survey students, the Registrar's Office works cooperatively with the campus institutional research offices, including the Student
Affairs Institutional Research Office (SAIRO), the Office of Analysis and Information Management (AIM), the Graduate Division Informational Technology & Institutional Research Office, and the Center for Educational Assessment (CEA), to determine the institutional impact of surveying students. Requests for student data from those wishing to survey students may be approved or denied based on recommendations from the directors of these offices.

The Registrar's Office does not provide mass email service to non-UC organizations or businesses. Email notices to faculty or staff are coordinated by UCLA Mail and Document Services using the campus email service called BruinPost (http://www.maildoc.ucla.edu/default.htm ).