

University Registrar's Policy on Access to Student Data

I. Definition of Student Data

Student data is collected through the Undergraduate Admissions System (ADMS) for applicants and admitted students and through the Student Records System (SRS) for registered students. Data is collected for official University business. This policy sets forth the conditions under which data is distributed by the University Registrar's Office in a manner consistent with University policies.

Student data includes any data in SRS or ADMS and student contact data. Student contact data includes mailing and permanent address, telephone numbers, and official email address.

Distribution of data refers to student data in any reporting format or media, including label format for addresses, data transmitted by any electronic method, and data on the University Registrar's Office Student Records Database (SRDB).

2. Requesting Student Data

To obtain student records data from SRS a request may be submitted using Registrar's Service Request at <http://www.registrar.ucla.edu/rsr/>. Charges vary depending upon the request and the requestor. Refer to Registrar's Service Request Recharge and Billing Policy for information about charges.

Requests for student data are evaluated on a case by case basis and are approved or denied by the Associate Registrar-Information Systems. 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 is released for use by the requesting department only. Authorizing individuals and their designees must agree to use the data provided only for the purpose specified in the request and must agree that data obtained will not be reproduced, published, publicly posted, or used for any secondary purpose. Misuse of any such data may subject requestors or their designees to civil or criminal penalties and/or University discipline.

The University Registrar's Office enforces UCLA Policy 220: Disclosure of Information from Student Records, Family Educational Rights and Privacy Act (FERPA), The Solomon Amendment, and UCLA Policy 455: UCLA Email Policy and Guidelines. 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 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. Requests for student data are evaluated and approved under the following guidelines.

3.a. 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.

Student contact 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 contact data. All other student data is released for internal use by the requesting department only.

3.b. Other Official University Units

Student contact data may be provided to other official University units at UCLA or other UCs. This includes UCLA business entities. Student contact 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 the request for student contact data. Requests must be authorized by the Director or Administrative Manager of the unit making the request.

3.c. Researchers

Student contact data may be provided to researchers affiliated with UCLA. Student contact 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 the request for student contact data.

The researcher must submit proof of UCLA Internal Review Board (IRB) approval when making a request for student contact data to be used in scholarly research. The request must also be authorized by the researcher's faculty advisor at UCLA and by the dean or chair of the sponsoring department at UCLA.

In evaluating requests from researchers the University 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), and the Office of Undergraduate Evaluation and Research (OUER), to determine the institutional impact of surveying students. Requests for student contact data from researchers wishing to survey students may be approved or denied based on recommendations from the directors of these offices.

3.d. Student Organizations

Student contact data may be provided to UCLA student organizations that are registered with 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 in label format only and student phone numbers on hard copy only. Samples of mailing materials and phone scripts must be submitted when making the request for student contact data.

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

- Requests from student governments serving graduate students must be authorized by the Director of ASUCLA Student Support Services (Jerry Mann, 332 Kerckhoff Hall).
- Requests from student governments serving undergraduate students must be authorized by the Assistant Vice Chancellor for Student and Campus Life (Robert Naples, 1104 Murphy Hall).
- Requests from organizations affiliated with Campus Retention Committee/Student Retention Committee (CRC/SRC) must be authorized by the Assistant Vice Chancellor for Student and Campus Life (Robert Naples, 1104 Murphy Hall).
- Requests from University sponsored fraternities and sororities must be authorized by a University official from Fraternity and Sorority Relations (Ellen Archibald, Joan Brown, Scott Carter, Zoila De La Pena, 109 Kerckhoff Hall).
- Requests from all other student organizations registered with CSP must be authorized by the CSP advisor for the organization.

4. The Public

Student data is not provided to the public, including individuals, businesses, or organizations.

The public may obtain contact information about specific 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. See <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, may contact Lauren Bartlett in Media Relations at (310) 206-1458.

The University Registrar's Office provides student contact data for registered and enrolled students to United States military recruiters under the guidelines of The Solomon Amendment. Recruiters may contact Brian Juarez at (310) 825-2314 to make a request for student contact data.

5. Aggregate Data

Aggregate data is defined as data that excludes identifying information such as names and/or UCLA Identification numbers (UID). Aggregate data is 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 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 University Registrar's Office.

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 University 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 Associate Registrar-Information Systems. Requests must demonstrate a legitimate educational interest and must be relevant to the academic or administrative responsibilities of the sponsoring department or organization. The University Registrar's Office reserves the right to edit and format emails according to University Registrar's publications standards. The requesting department must provide a 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.

Requests for mass email services must be submitted using the Registrar's Service Request at <http://www.registrar.ucla.edu/rsr/>. Refer to the Registrar's Service Request Recharge and Billing Policy for information about charges for mass email service.

The University 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 at <http://www.maildoc.ucla.edu/default.htm>, or contact Keith Handy at (310) 206-0856.