



# EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional  
Effectiveness: (915) 831-6740

## **7.08.09.10 Student Directory Information and Student Texas Public Information Act External Requests**

**APPROVED:** March 3, 2009      **REVISED:** October 31, 2019  
Year of last review: 2019  
**AUTHORIZING BOARD POLICY:** 7.08.09

Classification: Administrative  
Vice President or Associate Vice President: Vice President of Research, Accreditation and Planning  
Designated Contact: Director of Institutional Research

**OBJECTIVE:** To outline requirements for requesting student directory information by individuals or agencies external to the College.

### **PROCEDURE:**

#### **I. General**

The College provides Directory Information for individual, enrolled students or former students to agencies outside of the College following the guidelines set forth by the Family Educational Rights and Privacy Act (FERPA) and the Texas Public Information Act. The Office of Institutional Research is the sole respondent to External Requests for Student Directory Information.

#### **II. Terminology**

Student Directory Information	Student name (last name, first name, middle initial) Student address (street address, city, state, zip code) EPCC student email address Telephone listing (Area code and phone number) Dates of attendance Major field of study, awards, and degrees received at EPCC Most recent/previous institution attended Date of birth Participation in officially recognized activities/sports Weight and height (for members of athletic teams) Academic level Enrollment status
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Non-Directory Information – Any information about a student not listed above as Directory Information.

Non-Disclosure of Directory Information Flag – A coded indicator in the student information system which indicates a student’s request to restrict the release of Directory Information to the public.

Family Educational Rights and Privacy Act (FERPA) - 20 U.S.C. § 1232g; 34 CFR Part 99 - A federal law that protects the privacy of student education records. The list of Student Directory Information and rules for distribution of Directory Information are contained within the law.

Texas Public Information Act - Texas Government Code, Chapter 552, gives citizens the right to access government records. An officer for public information and the officer's agent may not ask why the information is requested. Available information does not include Student Non-Directory information.

#### **III. Process**

The EPCCCD does not discriminate on the basis of race, color, national origin, religion, gender, age, disability, veteran status, sexual orientation, or gender identity.

- A. An individual or agency requesting Student Directory Information must submit an ***External Request for Research Assistance/Information*** form (attached to this procedure) to the Office of Institutional Research. Fill in the form completely, indicating the specific information requested and time frames. Include the date by which the information is needed. Frequently used terms, such as those listed on page 4 of this procedure, must be used and understood as they are defined on page 4.
1. Persons or agencies outside of the College may request Student Directory Information for groups of individual students, following this procedure.
  2. Non-Directory Information for individual students may not be requested following this procedure. To obtain Non-Directory Information for individual students, refer to College Procedure 2.03.01.22, *Procedure for the Protection of Human Subjects Participating in El Paso Community College Research Programs*.
  3. Requestors, other than public educational institutions, are charged a fee for receiving Student Directory Information. The fee is \$100 for the first 500 records and 1 penny for each additional record. When charges exceed \$40, the Texas Public Information Act requires that a written statement of estimated charges be provided to the requestor before a project is begun. The requestor must have an opportunity to modify a request in response to the itemized statement of charges. All modifications must be submitted in writing to the Office of Institutional Research.
  4. For recurring projects, a new request form must be completed each time Student Directory Information is requested.
  5. Student Directory Information will not be released for students with a Non-Disclosure of Directory Information Flag.
  6. No information concerning attendance at another educational institution will be released.

B. Review

Upon receipt of a completed ***External Request for Research Assistance/Information*** form, the Director of Institutional Research reviews the request to ensure that only Student Directory Information is requested. If Non-Directory Information is requested, the requestor is given the option of (1) receiving only Student Directory Information about individual students, (2) receiving aggregate information pertaining to requested Non-Directory Information or (3) being referred to College Procedure 2.03.01.22, *Procedure for the Protection of Human Subjects Participating in El Paso Community College Research Programs*. Following College procedure 2.03.01.22, the requestor may, in some cases, receive Non-Directory Information for individual students if a research project is approved by the Institutional Review Board. All modifications to the request must be received before the request can be completed.

1. The Director of Institutional Research assigns the request to a member of the Institutional Research staff for completion following the time-lines indicated on the request.
2. If a request cannot be completed by the date on the request form, the requestor is contacted to assign a new completion date.
3. A copy of the original form is returned to the requestor with the "For Office Use Only" section completed by the Administrative Associate in the Office of Institutional Research.
4. The staff member assigned to complete the request coordinates with the requestor to clarify information on the request form, as needed.

C. Completion of Request

1. Upon completion, the Student Directory Information is reviewed by the Director of Institutional Research and then forwarded to the requestor along with a ***Customer Satisfaction Survey/Evaluation of Research Assistance/Information*** form (attached to this procedure).
2. A record of the completed request is maintained by the Office of Institutional Research, and the Vice President of Research, Accreditation & Planning is informed of the completion of the request.



EXTERNAL REQUEST FOR RESEARCH ASSISTANCE/INFORMATION

You are invited to visit the College web site on the Internet at www.epcc.edu. The information you need may be found there.

Requestor: \_\_\_\_\_ Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Research Requested/Information Needed: (specify report format, if appropriate, and intervals of time for the information needed--i.e. specific semester(s) or academic year(s); attach additional sheets, if necessary. Please refer to definitions on next page.):

If recurring, indicate month needed (✓): Jan Feb Mar Apr May June July Aug Sept Oct Nov Dec If one time only, indicate date needed (Day and Month, not ASAP)

Purpose and Audience for the Information:

THE OFFICE OF INSTITUTIONAL RESEARCH (IR) provides research and information services to support the mission of El Paso Community College. REQUEST PROCEDURE: It is recommended that the requestor contact IR when a project is first contemplated. This form must be completed to initiate the process of requesting assistance/information.

In signing below, the requestor understands that information concerning any individual student is to be held in strictest confidence and he/she assures that procedures are in place for monitoring and protecting confidentiality of student information.

The requestor understands that any unauthorized disclosure of confidential student information is illegal as provided in the Family Education Rights and Privacy Act of 1974 (FERPA) and in the implementing federal regulations found in 34 CRF Part 99.

In addition, I understand that any data sets or output reports that the requestor, or his/her representative, may generate with individual student data are confidential. The requestor will not disclose to any unauthorized person any data sets or reports with individual student data which he/she is given or devise.

The requestor also understands that failure to observe these restrictions may constitute a 'Breach of Computer Security' as defined in the Texas Penal Code, Chapter 33, Sec. 33.02, B, and as such, the offense constitutes a criminal offense.

Received by: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date) Project #: \_\_\_\_\_

FOR OFFICE USE ONLY

Project Team Leader: \_\_\_\_\_ Team Leader Phone #: \_\_\_\_\_ Target Completion Date: \_\_\_\_\_ Comments: \_\_\_\_\_

Reviewed by: \_\_\_\_\_ Director's Signature: \_\_\_\_\_

Complete this form and return via:

Fax: (915) 831-6751 email: institutionalresearch@epcc.edu U.S. Mail: Office of Institutional Research El Paso Community College P.O. Box 20500 El Paso, Texas 79998

## DEFINITIONS OF FREQUENTLY USED TERMS

If the requestor uses the following terms, they must be used and understood as defined below:

- **Baseline:** A performance level or status that is the basis for establishing a planning objective and/or standard.
- **Cohort:** A group of individuals who meet a set of criteria (e.g. a group of students who register during the same semester).
- **Contact Hour:** An hour that a student spends in a classroom and/or laboratory during a specified time (e.g. 48 total contract hours for a 3-credit hour course taken during a regular semester with no laboratory). One student sitting in 1 class for 1 hour generates 1 contact hour. EPCC receives State funds for each contact hour in credit courses and in funded continuing education courses.
- **Developmental Student:** A student who takes a developmental course during his or her first semester in college (State definition). This designation is permanent with respect to the student's State record.
- **Fall-to-Spring Persistence:** The percentage or number of students who register in the fall semester during a specified period of time and who also register again in the immediate, following spring semester.
- **Fall-to-Fall Retention:** The percentage or number of students who register in the fall semester during a specified period of time and who also register again in the immediate, following fall semester.
- **Full-time, first time in college student (FT FTIC):** A student who registers for 12 or more credit hours during his or her first semester of college attendance.
- **Non-Developmental Student:** A student who does not take a developmental course during his or her first semester in college (State definition). This designation is permanent with respect to the student's State record.
- **Placement:** The State defines placement as a student's employment or education status after graduation. The State recognizes three types of placement: employment, military service and/or continued education. A student may fall into all three categories at the same time.
- **Professional development activity:** Any activity beyond an employee's normal job activities that promotes the employee's success on the job.
- **Program Completion:** A student successfully completes a program if he or she receives an associates' degree or a certificate.
- **Revenue:** College revenue consists of tuition, fees paid by students, reimbursement by the State for contact hours, and local property taxes. Grants and financial aid are often included when calculating revenue.
- **Seat Count:** The number of seats occupied in all classes during a specified period of time at a specified College site. The seat count will exceed the unduplicated enrollment if students enroll in more than one class.
- **Successful Course Completion:** A student successfully completes a course if he or she receives one of the following grades: A, B, C, D, Cr (Credit).
- **Unduplicated Enrollment:** The number of individual students registered during a specified period of time.



## CUSTOMER SATISFACTION SURVEY

### EVALUATION OF RESEARCH ASSISTANCE/INFORMATION

To satisfy a requirement of our accreditation agency, the Southern Association of Colleges and Schools, and to help us better serve the College, please complete and return this anonymous survey. Return the survey by campus mail to the Office of the Vice President of Research, Accreditation and Planning at the Administrative Services Center (ASC) as soon as possible.

Please Mark One Response to  
Each Statement Below:

	<b>Satisfied</b>	<b>Dissatisfied</b>
1. Project completed to my specifications.	<input type="radio"/>	<input type="radio"/>
2. Project completed by projected completion date.	<input type="radio"/>	<input type="radio"/>
3. Communications during Project	<input type="radio"/>	<input type="radio"/>

Comment: \_\_\_\_\_

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Please Return this Questionnaire to: **Vice President of Research, Accreditation and Planning**  
El Paso Community College  
P.O. Box 20500  
El Paso, TX 79998