UNAUTHORIZED RELEASES OF STUDENT RECORDS HAPPEN FROM TIME TO TIME—SOMETIMES BY ACCIDENT, DUE TO AN OVERSIGHT, OR DUE TO UNAVOIDABLE CIRCUMSTANCES. THE GREATEST INDIVIDUAL AND INSTITUTIONAL RISK SURROUNDING INCIDENTS IS WHEN IT ISN'T REPORTED.

What does an incident look like?

- Anytime a piece of a student’s record is released, shared, or lost, it can be a FERPA incident.
  - An email containing record information is sent to the wrong student.
  - A laptop (or other device) holding student grades/records is lost/stolen.
  - A piece of a student’s record (transcript, bill, schedule) is found in a public place.

How to report an incident:

- Report any incidents that may involve the exposure of student data to: ferpa@wcupa.edu.
- If there is a time-sensitive incident, please call the Registrar’s Office at 610-436-3541.
- Include as many incident details as possible. Including what information was shared, which student(s) may have been impacted, how the information was shared, who with, and when.

What happens next?

- The Registrar’s Office works to assess the situation and measure the ongoing risk. For example, was it a one-time disclosure or is there a risk that private information can continue to be shared.
- The next steps include:
  - Securing the student’s record
  - Assessing the risk the disclosure has on the student and institution.
  - Performing proper notifications.
  - Identifying opportunities to avoid similar incidents in the future.
  - Providing follow-up training.

Even if you aren’t sure if there has been an unauthorized release or other violation of FERPA, it is better to contact the Registrar’s office.