<u>AAC Guidelines for Working With Students at a Distance</u>

Student record information can be shared with the student after verifying their identity in the following ways:

E-mail: Advisors can advise students using all information from the student record system provided that both advisor and student are using their official UF Gatorlink account.

Phone advising: Advisors can advise students using all information from the student records system provided that the advisor has confirmed the student's identity by asking no fewer than three security questions about information contained in student records (non-directory information). Examples include: What courses did you take your first term at UF, What courses did you take last semester, What is your GPA, What dual enrollment courses did you take?

Microsoft Lync: Advisors can advise students using all information from the student record system through the chat and video function of Lync, the UF IT supported communication tool.

Restricted data (non-directory information/student records) cannot be disclosed through any means not listed above. Information shared through all other formats, applications, social media, chat/video functions must be limited to directory information or public information that can be found in the catalog or on-line.

We still need to figure out how to handle students with a privacy flag on their record. The current policy posted at http://www.registrar.ufl.edu/currents/ferpastudents.html#4 states:

Can I Restrict Release of my Directory Information? (Privacy Hold)

"You may prevent the release of directory information to third parties by placing a privacy hold on your academic record. To do so, you must be enrolled at the university. <u>Once a privacy hold is in place, you must transact all university business in person with photo identification.</u> The privacy hold will expire only when you request its removal in writing, regardless of withdrawal, graduation or death. Directory information is still available to UF employees with legitimate educational interest, and in other situations where consent is not required by law."