

Student Privacy

Student Information

The Registrar's Office maintains all student information, including personal information and academic information. Access to Student information is governed by the Family Educational Rights and Privacy Act (FERPA) of 1974 (P.L. 93-380, 513) and its amendments. FERPA allows students to control outside access to their education records, including requests for information by a parent, spouse, guardian or other designee.

Information that can be released without student permission to persons outside of the college is limited by federal regulations to information designated as "Directory Information."

State and federal statutes, accrediting agencies, and other authorities require that the following information be made available to students, employees and the public.

- Equal Opportunity Policy and Grievances
- Privacy of Student Records
- Campus Crime and Sexual Harassment
- Attendance, Costs, and Refund Policies
- Graduation Requirements
- Americans with Disabilities Plan
- Substance Abuse Policy

At its discretion, Luna may provide "directory information" in accordance with the provisions of FERPA. Directory information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed at the discretion of the college. Luna has defined the following as public directory information:

- Name, address and telephone number
- Level (such as freshman or sophomore)
- Major field of study
- Degrees/Certificates conferred and date or anticipated date of graduation
- Awards and honors received (including academic honors list)
- Individually identifiable photographs and electronic images
- Past and present participation in officially recognized sports and activities
- Weight and height of members of athletic teams

Students may withhold disclosure of public directory information under the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. Students must notify the Registrar's Office in writing within two weeks after the first day of class of each term. Notification is made by submission of the Confidential File Request form. Directory Information Non-Disclosure forms are available at the Registrar's Office. Forms received by the Registrar's Office within the first two weeks after the beginning of a term will be honored for that term. The college will honor requests for non-disclosure for the time indicated on the request by the student. Authorization to withhold directory information must be filed with the Registrar's Office, Luna Community College, 366 Luna Drive, Las Vegas, New Mexico, 87701 and must include a copy of the student's photo ID.

A non-disclosure block on a student's record applies to all elements of directory information. Luna does not apply a non-disclosure block to individual directory information items. Once a request is filed with the

Registrar, Luna assumes no liability as a result of honoring a student's request for non-disclosure nor does it assume the responsibility to contact the student for subsequent permission to release information. Therefore, a student must consider very carefully the consequences of a decision to withhold the disclosure of public directory information.

Students, at their discretion, may grant Luna permission to release specific education records to a third party by submitting a completed Student Release of Information form to the Registrar's Office. Forms are available at the Registrar's Office and online at Luna.edu. The specified information will be made available only if requested by the student or authorized third party. The authorized party must provide identification at each contact, inform the Registrar's Office that the authorizing paperwork is on file, and provide the Registrar's Office sufficient time to access and review the authorizing paperwork. Luna reserves the right to deny access if there is any doubt as to the authenticity of the person requesting access.

Authorization does not permit the listed party to make changes to education records nor does it allow the party to sign documents or act on the student's behalf. Luna reserves the right not to release certain aspects of student records. Release of student records applies to all students of Luna, regardless of age. Parents lose the right to view their child's records when their child turns 18 or begins attending any postsecondary institution, whichever occurs first. Agencies and others who may have access to student records include but are not limited to:

- College administration, staff and faculty performing their job responsibilities related to disciplinary matters, academic matters and educational programs
- A person employed by or under contract to Luna Community College to perform a special task such as an attorney or auditor
- Certain officials of the U.S. Department of Education, the Comptroller General, and federal, state and local educational authorities in connection with state or federally supported education programs
- In connection with a student's request for or receipt of VA benefits or financial assistance as necessary to determine eligibility or to enforce the terms and conditions of the assistance
- Appropriate parties in a health or safety emergency
- Accrediting organizations to carry out their functions
- Scholarship and other financial aid organizations supporting the student
- Federal, state, and local officials who by law must receive information from the college
- Any party designated by judicial order or subpoena, provided that the college notifies the student of the subpoena
- Any person with the written consent of the student

Student Personal Information

Social Security Number

Under the federal 1997 Tax Relief Act, Luna is required to obtain the social security number of each student in order to report educational credits to the U.S. Internal Revenue Service (IRS) and to the student at the end of each tax year. Refusal to provide a valid Social Security number may result in a fine levied on the student by the IRS. The privacy of a student's Social Security number is protected under the Family Educational Rights and Privacy Act (FERPA) and covered under Luna's Access to Student Academic Records Policy. It is, therefore, strongly encouraged that students disclose their social security number to the college during the Admissions process for the purposes stated above.

Change of Address/Phone Number

Students are expected to keep the college informed of their current mailing/permanent addresses and phone number. Changes may be submitted online via the student Pathways account. Change of Student Information forms are available at all Luna campuses and online. Students may also request an address or phone number change on a registration card. Changes submitted or requested by telephone will not be accepted. Changes requested by telephone will not be accepted.

Change of Name

Students needing to process a change of name for their academic records must provide appropriate documentation, listed below, to the Registrar's Office. Changes can be submitted via email with all the below documents to registrar@Luna.edu. No other type of documentation will be accepted.

Appropriate documentation includes the following:

- Change of Student Information form
- A driver's license, a state issued identification card or a passport reflecting the new name or
- The social security card reflecting the new name and
- Court order showing the name change

Deceased Students

In the event that notice is received that a Luna student or former student has passed away, the following notification procedures are in place to ensure that all appropriate Luna departments and designated officials have been contacted. These procedures are established to provide consistent, effective and caring responses when a student passes.

Upon a student's death, education records are not protected under FERPA. Luna Community College (Luna) maintains full discretion to decide whether, and under what conditions, education records of deceased students should be disclosed.

In general, education records are not released. However, under the following circumstances, they may be released.

- A valid subpoena requesting such records is received by the Registrar's Office.
- Written authorization from the executor of the deceased student's estate or from next of kin is received by the Registrar's Office. Such individual(s) would need to provide proof of the student's death (i.e. death certificate or obituary notice).

Student Academic Information

The Registrar's Office maintains permanent records for each student who attends the college. The Registrar's Office strictly enforces the confidentiality of student records and maintains such records in accordance with the FERPA Act of 1974.

Student Access to Academic Records

All current and former students have access to their educational records. A student may examine any and all documents in his/her cumulative record upon request and under the supervision of the Registrar. The Registrar's Office will respond within 45 calendar days to formal requests for viewing of records. In response to such requests, records will be made available during normal hours of operation. The request form can be found online at Luna.edu or by contacting the Registrar's Office.

Challenge Content of the Student Academic Record

Students have the right to challenge the content of their student records if they believe the information is misleading, inaccurate or in violation of privacy or other rights. Disputes over the contents of the record will be handled through informal meetings or discussions between the student and the Registrar. If the dispute is not resolved, the student has the right to file a petition with the Office of the VP of Instruction and Student Services. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by Luna to comply with the requirements of FERPA.

Transcripts

A permanent academic transcript is included as part of a student's permanent record. Students may authorize Luna to provide confidential copies of an academic transcript to the student's designated recipient. The official academic transcript issued by the Registrar's Office is the official document certifying a student's completion of a program.

Upon written request by the student, the Registrar's Office will issue an official or unofficial academic transcript to the agency, school, or person designated by the student. A copy of the student's photo ID and the student's signature is required when ordering a transcript in person, by mail or fax.

Transcript Request forms are available at the Registrar's Office and online at <http://www.Luna.edu>. Students may also request a transcript by sending a letter to the Luna Registrar's Office, 366 Luna Drive, Las Vegas, NM 87701. Students should include their name (and other names that may appear on records), SSN or student ID number, date of birth, approximate semester last attended, complete address for the recipient of the transcript, and the student's current address.

A fee is charged for each transcript. The Registrar's Office does not take payment. All payment arrangements are made through the Pathways site or the Luna Fiscal Office.

Transcripts may be picked up at the Registrar's Office by the person designated on the transcript request. The person designated to pick up a transcript must have a photo ID in order to receive the transcript. Transcripts designated for pick up will be held for 30 calendar days, after which the transcript will be destroyed and fees forfeited.

Unofficial transcripts in printable format are accessible online through Luna's Pathways website. Unofficial Pathways transcripts do not reflect any certificate or degree earned by the student. Archived coursework prior to Summer 1997 may not appear on unofficial Pathways transcripts. Students may logon to Pathways at <https://pathways.Luna.edu> using their student username and password and clicking on the My Grades tab. Computer labs are available at the main campus and at the Luna sites in Mora, Santa Rosa and Springer for students who do not have computer and/or Internet access.

Transcript Holds

Academic transcripts will not be released to a student or to any other person or institution until all of the student's outstanding obligations to the college have been paid or until satisfactory arrangements have been made. These obligations include, but are not limited to library fines, tuition and fees. All financial arrangements are handled at the Fiscal Office.