



Plymouth State College

Information Technology Services

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Operational Policy

Release of Information and Management of Student Accounts in Judicial, Legal or Safety Scenarios.

Edit Date: February 26, 2001

By: Steve Burrell

Purpose

The purpose of this policy is to provide a framework from which to conduct investigations into situations involving students. Such situations may involve matters of campus concern, civil suits or criminal activity.

Governance

This policy serves the following offices: ITS, Campus Police, Dean of Students and Student Judicial Affairs, Registrar, Vice President of Academic Affairs. The policy is co-developed and approved by these offices with ultimate authority held by the President of the College

Definitions

College Official: President, Principal Administrator, Human Resource Director, Campus Police Officer, Assoc. Dean of Students/Coordinator of Judicial Programs, Director of ITS.

Implementation

1. ITS Staff will be involved in investigations or the retrieval of information on a need-to-know basis only.
 2. The privacy of students is to be respected and protected at all times.
 3. It is essential to protect the FERPA rights of students at all times. Public information is defined in the student handbook. All other information of any type or nature is considered a non-public record. Public information may be protected for individual students who have requested such privacy according to the student handbook. The Dean of Students should be contacted for any clarifications relative to FERPA.
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4. If served with an apparent court subpoena requesting access to, or reports of information of any type, it should be reported and turned over promptly to the Director of ITS or an appropriate Principal Administrator. ITS staff will not act upon a subpoena without the expressed written directions of the President, a College Principal Administrator, their designee or the Chief of Campus Police.
5. ITS staff will act in a cooperative nature with any legal investigation. The Chief of Campus Police should be notified immediately if any non-campus law enforcement or legal or judicial authority has requested an interview or information concerning any matter. ITS staff may defer the interview to ensure the involvement and knowledge of the appropriate College Officials.
6. ITS Staff members should take reasonable and prudent steps to document any requests concerning information on students, student accounts or other information.
7. Information shall not be released to anyone other than the President, a principal administrator, campus police officer, Judicial Officer or Assoc Dean of students and then only according to the following terms:
 - 7.1. Copy of signed and completed release of information form is provided to recipient and Director of ITS.
8. A student's access to their account may be disabled or otherwise interrupted if directed by a College Official.
9. A user account, previously disabled shall not be reinstated until instructed to do so by a College Official.
10. In some instances, it may be necessary to track specific use of a student account activity or content when instructed to do so by a College Official. ITS tracks the use of IT resources by logging information concerning login times and locations and location and number of pages printed. Content information and other information should not be tracked unless the user is notified and agrees to such. ITS reserves the right to examine information or activity in the resolution of computing problems according to USNH Policy *USYVIF4. University System of New Hampshire Policy on Use of Technological Resources.*
11. Backup of user accounts may be requested as a means of preserving the state of the account upon direction of a College Official. These backups will be stored in a secure location according to the backup and storage practices of the ITS department. Backup materials may be turned over to campus authorities as long as the appropriate documentation is obtained (see item 7)

ITS INFORMATION RELEASE FORM TEMPLATE

(Note: variations of this form should be developed and made appropriate to the type of information being provided) In general, the form should contain the following items/elements other than the data provided:

REQUEST DATE:

REQUESTED BY:

CASE NUMBER OR INCIDENT DESCRIPTION:

BRIEF PURPOSE OF INFORMATION PROVIDED

NUMBER OF PAGES OR ITEMS PROVIDED

BRIEF DESCRIPTION OF INFORMATION PROVIDED

INFORMATION

This information is provided in accordance with PSC guidelines concerning the release of student information to authorized PSC administrators. It is the responsibility of the receiving administrator(s) to ensure that the information is appropriately requested and used in a manner consistent with relevant policies, guidelines and within legal authority.

Received By: _____ Date: _____

Provided By: _____ Date: _____

NOTE: Each additional page shall be initialed by recipient and provider and numbered accordingly.