

FERPA Best Practices and Remote Advising

from Kurt Kruschinska, WSU Registrar

- Use WSU's designated platforms which have been vetted by C&IT to meet our standards. Examples: MS Teams. These require students to sign in using their access ID, so that provides security, must like WSU email.
- If using audio, an advisor can play a simple "20 questions" to verify the person they are speaking with is in fact the student.
 - Ask them to verify their ID number.
 - Ask them to verify one class from their most recent semester, or name of the instructor.
 - Ask them to verify the high school, or transfer institution, they last attended before WSU.
- If a video experience, if the staffer does not readily recognize the student, they could ask for the individual to hold up their one card or gov't issued ID.

Given these conversations may involve the student having others with them, we might ask the student if they have any concerns about those with them being present when items such as past course performance, grades, test scores or other protected information is discussed. This is no different than a student being in-person as they are freely consenting to the disclosure per FERPA.