



Authenticating a Student's Identity

To comply with FERPA, and before disclosing Non-Directory (confidential student information) to a student or a third party via phone, in person, or email staff must authenticate the person they are communicating with is in fact, the student (former student) or the authorized third party.

NOTE: If a student has signed and submitted an "Authorization for Release of Education Records", information may be released to a designated third party. Completed authorization forms are available in the Student Services section of SharePoint. If a student record in Banner is flagged "Confidential" staff cannot release any information regarding the student, including "Directory Information."

In Person Verification Process

Before releasing or discussing confidential student records, staff must verify a student's identity with acceptable valid photo ID. Examples of Acceptable Photo ID's are:

- University/College issued Photo ID
- Official HS school-produced student-identification card from the school currently attending
- Government-issued driver's license or non-driver ID card
- Government-issued Photo Work Badges
- Government-issued passport
- Government-issued military or national identification card (Consulate, Permanent Resident Card, Immigrant Visa Card, Employment Authorization Card)
- Prison Photo ID (released within the last 45 days)
- Tribal Photo ID (no photo copies accepted)

If student is unable to provide an acceptable photo ID, staff can default to phone questions based on student's status below to authenticate the student.

Over the Phone Verification Process

Ask any three questions below and if the caller answers three (3) questions correctly then information can be released. Always be prudent about releasing Non-Directory (confidential) information. If the caller is unable to answer three (3) of the questions, do not release confidential information. Inform caller to come in to the Enrollment Services Office at any CNM campus and present an approved photo ID. "When in doubt, don't give it out", seek the assistance of the Records Office.



NOTE: Social Security Number and Date of Birth cannot be asked by staff or accepted to authenticate an individual's identity, even in person. The questions below are in compliance with FERPA.

Questions for Current Students	Questions for Former Students	Questions for current students who do not know their CNM ID
1) CNM ID 2) MyCNM User Name (CNM email address username on Record) 3) Current Program of Study(major) 4) Current Mailing Address 5) Permanent Address 6) One (1) class the student is currently registered for	1) CNM ID 2) Last Mailing Address 3) Last Term or Year Attended 4) Program of Study(major) 5) One (1) CNM Course Completed	1) My CNM User Name 2) Current Program of Study (major) 3) Current Mailing Address 4) High School(s) Attended 5) One (1) CNM Course Completed 6) One (1) class the student is currently registered for

E-Mailing

Be aware that information disclosed via email can be inadvertently disclosed to someone other than the intended recipient. Staff should always respond to a student at their CNM email account. If there is any doubt about replying to the student's email, search for the student's CNM email account. As a general rule, responses should contain the least amount of student confidential information as possible. Whenever feasible, advise the student to access specific confidential information through myCNM, such as grade information, financial aid, tuition/fee charges, or have the student call or come in for confidential information.

For more information on FERPA go to <http://www.cnm.edu/student-resources/academic-records/academic-records-list/FERPA>