



Title: #VI-12. Procedure for Telephone Requests to Contact a Student on Campus

Date: October 23, 2023 (Replaces version dated November 6, 2017)

These procedures are provided to assure campus compliance with the [Family Educational Rights and Privacy Act](#) as well as to protect student safety, institutional image and liability concerns.

A. Processing of Calls

All calls for the emergency contact of a student on campus should be routed through Campus Security.

B. Logging Phone Calls

When a caller requests that a message be sent to a student who is likely to be on campus, the employee handling the request will do the following:

1. Ask the caller if this is an emergency.
2. Make a log of the following information:
 - Name of person calling.
 - Relationship to student.
 - Nature of emergency.
 - Phone number.
 - Probable location of student.

The employee will thank the caller and tell them that an attempt will be made to find the student if they are on campus, and then terminate the telephone call.

C. Notifying the Student

Staff having responsibility for receiving/logging these calls should have access to Banner or OLSIS to look up a student's schedule. If it can be confirmed that the student should be on campus, the request to notify the student shall be completed by the Campus Police and Security Office, who will deliver the written information from the log to the student.

Responsible Administrator: President, 304-424-8200