

New SBCC Financial Aid Privacy Act Procedures (Effective as of Dec 14th)

In order to protect student's privacy and to be in compliance with the Family Educational Rights and Privacy Act (FERPA), the SBCC Financial Aid Office will follow the following procedures and request the following information.

For Individuals Seeking Information Over the Phone

If the student calls, the student will be asked to provide the following before we share any information pertinent to the student's file.

Student ID Number (K Number)
Student's First and Last Name
Two other pieces of identifying information

If the student does not have their Student ID Number, they will be asked to call back when they do. The Financial Aid Office will not look it up.

The student will not be asked for his/her social security number and should not offer to provide it.

If someone besides the student calls, the person will be asked to identify themselves to determine if a release of information has been filed by the student. If there is no release, no information specific to the student's file can be given.

If a release has been given, questions will be asked to determine if the person calling is the one who was given the release. Only once that is determined will specific information be given.

The person calling will not be asked for the student's social security number and should not offer to provide it.

For Individuals Seeking Information in Person

If the student visits the Financial Aid Office, the student will be asked to provide the following before we share any information pertinent to the student's file.

Student ID Number (K Number)
Student's First and Last Name
Two other pieces of identifying information

If the student does not have their Student ID Number, they will be asked to come back when they do. The Financial Aid Office will not look it up.

In lieu of providing the above information, the student can also show us a copy of the SBCC Student ID Card.

The student will not be asked for his/her social security number and should not offer to provide it.

If someone besides the student visits the office, the person will be asked to identify themselves and determine if a release of information has been filed by the student. If there is no release, no information specific to the student's file can be given.

If a release has been given, questions will be asked to determine if the person at the office is the one who was given the release. Only once that is determined will specific information be given.

The person will not be asked for the student's social security number and should not offer to provide it.

For Individuals Seeking Information via Email

If the student emails the Financial Aid Office, the student will be asked to provide the following before we share any information pertinent to the student's file.

Student ID Number (K Number)

Student's First and Last Name

Two other pieces of identifying information

If the student does not provide their Student ID Number, they will be asked to write back when they have it. The Financial Aid Office will not look it up.

The student will not be asked for his/her social security number and should not offer to provide it.

If someone besides the student writes the office, the person will be asked to identify themselves to determine if a release of information has been filed by the student. If there is no release, no information specific to the student's file can be given.

If a release has been given, questions will be asked to determine if the person writing the office is the one who was given the release. Only once that is determined will specific information be given.

The person will not be asked for the student's social security number and should not offer to provide it.