

Authenticating a Student's Identity

To comply with FERPA, a staff member must authenticate the person they are communicating with is, in fact, the student or former student.

Note: If a student has signed and submitted a “Consent to Release of Educational Records”, information may be released to that designated party. However, please check the Transcript Text notes in CUNYfirst to verify what information can be released (academic only, financial only, all information, etc.) and with whom it can be shared (one parent, both parents, etc.).

Important: If the student has a FERPA indicator on record (it looks like a closed shade in the upper right-hand corner of the screen), staff cannot release any information regarding the student.

Over the Phone Verification Process

After determining what category of student you have on the phone, ask any three questions from the appropriate block below. If the caller answers three (3) questions correctly then information can be released.

******Listen closely to see if someone is providing the student with answers: if you are asked multiple times to repeat the question, or if the student is repeating the question back a couple of times, proceed with caution.

******Always remember that Non-Directory (confidential) information cannot be released over the phone.

If the caller is unable to answer three (3) of the questions, do not release any information. Inform the student (caller) to visit the Registrar's Office with approved photo ID. “When in doubt, don't give it out”, seek the assistance of a supervisor.

Note: Social Security Number cannot be asked by staff to authenticate an individual's identity. Even if the student asks to use the Social Security Number as a way to verify identity, the answer must be no.

Questions for current students:

1. CUNYfirst ID
2. CUNYfirst email address on record
3. Current program of study (major) listed in CUNYfirst
4. Current mailing address
5. Permanent address
6. One (1) class the student is currently registered for at CSI

Questions for current students who do not know their CUNYfirst ID

1. CUNYfirst user name (ex. Jane.Smith20)
2. Current program of study (major) listed in CUNYfirst
3. Current mailing address
4. High school(s) attended
5. One (1) course completed while at CSI
6. One (1) class the student is currently registered for at CSI

Questions for former students:

1. CUNYfirst ID
2. Last mailing address on record
3. Last term or year of attendance
4. Program of study (major) listed in CUNYfirst
5. One (1) course completed while at CSI
6. High school(s) attended