

## appendices section VI

### students

#### s-11 Procedures for Lost or Stolen Student Records

In accordance with the administrative regulation for Lost or Stolen Student Records, reporting procedures have been outlined for either lost or stolen paper records that contain personally identifiable student information (as outlined in the federal Family Educational Rights and Privacy Act of 1974). Additional procedures related to the care and management of data may also apply. In the event of a loss or theft of records, any employee or agent acting on behalf of the Maricopa County Community College District, or any office or department that is reporting the loss shall:

1. Within two days of either a loss or theft, notify the college Office of Admissions and Records, District Legal Services, college Vice President of Student Affairs, and the department/and or division chair or supervisor.
2. File a police report with the appropriate jurisdiction and an incident report with College Safety, if an actual theft has occurred
3. Within five days, notify all affected students by letter. Include the following in the notification summary of what occurred:
  - A. police report number (if theft occurred)
  - B. advice to monitor any suspicious activity involving possible misuse of information to establish unauthorized credit
  - C. the U.S. government's central website maintained by the Federal Trade Commission (FTC) for information about identity theft—<http://www.consumer.gov/idtheft/>
  - D. Social Security Administration fraud telephone number, if applicable (800/269-0271)
  - E. Credit bureau numbers, if applicable (Equifax 800/525-6285; Experian 888/397-3742; Trans Union 800/680-7289)
4. Within ten days, obtain and submit the Lost or Stolen Student Records form to the Office of Admissions and Records and District Legal Services including the following:
  - A. a copy of the correspondence that was sent to the student(s)
  - B. list of all affected students
  - C. plan indicating proactive steps to be implemented to prevent future loss or theft of record

**The Office of Admissions and Records shall:**

1. Confirm by receipt of the Lost or Stolen Student Records form and supporting documents that the student(s) and District Legal Services have been notified. File documentation in FERPA file.
2. Provide assistance to individual students involved upon request.
3. Consult with department on prevention strategies as needed.

Sample of Form

Lost or Stolen Student Records Form

Name: \_\_\_\_\_ Title: \_\_\_\_\_

College: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Records were:  lost  stolen. Date loss or theft occurred: \_\_\_\_\_

Briefly explain the situation regarding lost or stolen student records:

\_\_\_\_\_  
\_\_\_\_\_

Enter the date the following action was taken and complete requested information.

DATE

\_\_\_\_\_ Appropriate police department notified if theft:

Police report number: \_\_\_\_\_

\_\_\_\_\_ College Office of Admissions and Records Notified: \_\_\_\_\_  
Name of person notified

\_\_\_\_\_ College Safety Office Notified: \_\_\_\_\_  
Name of person notified

\_\_\_\_\_ Vice President of Student Affairs Notified: \_\_\_\_\_  
Name of person notified

\_\_\_\_\_ Department Chair or Supervisor Notified: \_\_\_\_\_  
Name of person notified

\_\_\_\_\_ Students were notified by letter.

\_\_\_\_\_ Students advised to monitor any suspicious activity involving possible misuse of information to establish unauthorized credit.

\_\_\_\_\_ Social Security Administration fraud telephone number provided to students, if applicable.

\_\_\_\_\_ Credit bureau numbers provided to students, if applicable.

\_\_\_\_\_ U.S. government's web site for identity theft information provided to students.

List the processes or procedures that will be implemented to prevent future loss or theft of records.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Submit this form to the college Office of Admissions and Records and a copy to the District Legal Services office. Include a copy of the correspondence provided to students and a list of the student names.

By submitting and signing this form, I avow that I followed procedures as outlined in [A.R. 2.5.6](#), Lost or Stolen Student Records.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_