Office of Financial Aid
Privacy Policy

The Office of Financial Aid strives to protect the confidentiality and privacy of student records as required by law. The Family Educational Rights and Privacy Act of 1974 (as amended), also referred to as the Buckley Amendment, sets forth the educational information of a student and how that information should be treated to protect student privacy.

More information regarding student information and privacy at Salve Regina University is available in the Consumer Information section of the website at salve.edu/institutional-research/consumer-information.

Advice to Students, Parents and External Parties Seeking Student Financial Aid Records

The Office of Financial Aid recommends custodial parents, non-custodial parents and interested third parties (lawyers, scholarship organizations, etc.) seek financial aid award information directly from the student. Students' financial aid awards are emailed directly to the student. Students also have web access to their student billing statement through their My Salve portal. The billing statement will show both pending and disbursed financial aid funds by semester.

While a student may submit a written request to have specific information released to specific parties, this can be a cumbersome, time-consuming process for the student. A quick login either to their email or the web portal may meet your student financial aid information needs.

Financial aid counselors may provide custodial parents with financial aid information, but are not required to do so. In some instances, we reserve the right to refer questions back to the student to protect the confidentiality of student records. No financial aid related information will be given to non-custodial parents without the student's written consent.

Office of Financial Aid Information Release Practices

Note that for financial aid purposes, parent definitions and independent student definitions are defined by federal student aid regulations and may differ from Internal Revenue Service dependent exemption tax rules and definitions. Any exceptions to these financial aid information release practices are subject to approval.

- **Parent financial aid record release:** Financial aid records and statements of parents' tax records submitted to the Office of Financial Aid are not considered student educational records and thus will not be released to the student. For example, the Office of Financial Aid will not release a copy of a parent tax return to a student without written consent from the custodial parent.

- **Non-custodial parent information inquiries:** Financial aid staff will not release student financial aid information to the non-custodial parent(s) of a student considered dependent for financial aid purposes.
- **Parents of independent student information inquiries:** Financial aid staff will not release student financial aid information to the parent(s) of a student considered independent for financial aid purposes.
- **Student written requests:** A student may submit a written and signed request for the release of student financial aid information to the Office of Financial Aid that specifies the following: (1) exactly what information is to be released; (2) the time period the information is for; (3) the reason the information is being sought; (4) who the information should be released to.
- **Third-party requests:** No student-specific financial aid information is provided to any third party by phone or in person.

Office of Financial Aid Identity Confirmation Practices

- **Student identity confirmation in person:** The preferred method for confirming student identity is the student's personal presentation of a valid Salve Regina ID, driver's license or passport (picture ID).
- **Student identity confirmation on the telephone:** Over the phone, student identity will be verified through the Salve Regina student ID (provided in student acceptance letters). To preserve the privacy of student records, the Office of Financial Aid reserves the right to deny telephone service to a caller if the identity of the caller cannot be confirmed or is in doubt.
- **Dependent student custodial parent confirmation in person or phone:** Custodial parent identity will be verified by asking a series of questions: full name of student and parent, student identification number, and parent date of birth as reported on the FAFSA. To preserve the privacy of student records, the Office of Financial Aid reserves the right to deny telephone service to a caller if the identity of the caller cannot be confirmed or is in doubt.
- **Independent student parents on the telephone or in person:** No student-specific financial aid information will be released to the parents of students considered independent for financial aid purposes.

Social Security Number (SSN) Use by Financial Aid Office and the Federal Student Aid Programs

The Office of Financial Aid uses the information students provide on the FAFSA to determine eligibility to receive federal, state and institutional student financial aid and the amount of eligibility. Sections 483 and 484 of the Higher Education Act of 1965, as amended, gives the Federal Student Aid Programs (FSAP) and DFA the authority to ask students and parents these questions, and to collect the SSN of students and parents. The Office of Financial Aid, FSAP and your state aid agency uses the SSN to verify, identify and retrieve records, and may request the SSN again for these purposes.

Without student consent, FSAP may disclose information provided on the FAFSA to entities under a published "routine use." Under such a routine use, FSAP may disclose information to third parties that are authorized to assist them in administering the above programs; to other federal agencies under computer matching programs, such as those with the Internal Revenue Service, Social Security Administration, Selective Service System, Immigration and Naturalization Service, and Veterans Administration; to a student's parents or spouse; and to members of Congress if a student asks them to help with student aid questions.

If the federal government, the U.S. Department of Education, or an employee of the U.S. Department of Education is involved in litigation, FSAP may send information to the Department of Justice, or a court of adjudicative body, if the disclosure is related to financial aid and certain conditions are met. In addition, FSAP may send student information to a foreign, federal, state, or local enforcement agency if the information submitted indicates a violation, or potential violation of law, for which that agency has jurisdiction for investigation or prosecution. Finally, FSAP may send information regarding a claim that is determined to be valid and overdue to a consumer report agency. This information includes identifiers from the record; the amount, status, and history of the claim, and the program under which the claim arose.