Here are some verbal responses which will help protect a student’s confidential information

**Neutral**: I’m sorry, there is a student privacy law in place that does not allow me to answer your question.

**Understanding**: I understand your concerns, but I am unable to discuss a student’s record with anyone but that student.

**Helpful**: Federal law prevents me from discussing my student’s test grades. However, I’m happy to give you more information about how I grade my tests and how they contribute to the student’s final grade.

**Stern**: Under the Family Educational Right to Privacy Act, I cannot disclose that information.

**Sympathetic**: I know that you are concerned and care deeply about this student, but I cannot legally give you that information.

For a list of student information that is not confidential, contact the registrar at 575-835-5133 or sara.grijalva@nmt.edu, or visit www.nmt.edu/ferpa

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