Here are some verbal responses to protect a student’s confidential information

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

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

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

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

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

For a list of student information that is not confidential, contact the Registrar at 575-835-5133 or Sara.Grijalva@nmt.edu, or visit http://www.nmt.edu/ferpa.