

## AUXILIARY ACCESS/EMERGENCY CONTACT

### Frequently Asked Questions (FAQs)

#### 1. What is Auxiliary Access?

- a. Auxiliary Access is a function in Campus Solutions which allows a student to identify up to 3 people in which the university can share information from the students' educational records. It also will allow those individuals identified to log into Campus Solutions and actually look at financial records and grades.

#### 2. What are educational records?

- a. Educational Records are all records maintained by the university. They are private and protected by a law called the "Family Educational Rights and Privacy Act" or FERPA. Records which are excluded from this Act include Health and Medical Records, Disability Records, Law Enforcement records and records from the university Counseling Center.

#### 3. Why do I need to list anyone in the Auxiliary Access screen?

- a. It is not a requirement for students to share their information, however, the university strongly encourages students to discuss with their parents, spouse, embassy or other important relationship whether or not they plan to give them access. This will allow for open communication with the student and that person regarding grades, bills, financial aid and if necessary, discipline concerns. This also allows certain university personnel to speak candidly with that person about issues and concerns the student may be experiencing.

#### 4. Who should I list on the Auxiliary Access Screen?

- a. It's completely up to the student. Generally, a student will put one or both parents, a grandparent, spouse or other relative. In the event that the student is an international student, a contact person in the United States and/or who speaks English is helpful.

#### 5. What if I want to change it and remove someone?

- a. Changing who has access is easy. Just go into the Student Services section when you log onto ERNIE and select **STUDENT CENTER** under *Campus Solutions*, scroll down to the **PERSONAL INFORMATION** section to select either Emergency Contact OR Auxiliary Access. You can change who has access to your accounts and records and you can choose to leave it empty.

6. **Does this mean the university is going to call my parents and tell them when I cut class?**
  - a. No! The university does not call parents to give them general “updates” on the student.
  
7. **What happens if my parents call the university, they are on the auxiliary access list and they want to know how I am doing in class?**
  - a. Usually, the parents would be referred to an academic advisor or to the Dean of Students Office. The staff member would verify that the student authorized the access. It is likely that the university staff or faculty member would listen to the parents’ concerns before sharing information. However, after listening, that person would be able to share what grades the student has received.
  
8. **Are there any times when the university would use the Auxiliary Access to contact my designated person without being prompted to by that person?**
  - a. If a students’ behavior is dangerous, concerning or reflects a sudden change, the University may contact a family member or designated person. If a student is facing suspension from the university, the university might reach out. Additionally, even WITHOUT a designated auxiliary access person, if a student is charged with violating the substance abuse policy or has an alcohol incident while he/she is under the age of 21, the university has the right to contact a parent or guardian.
  
9. **Why would the university contact my parents or designated Auxiliary Access person?**
  - a. The primary reason a university administrator makes contact with a parent is out of concern for the well-being of the student. Embry-Riddle prefers to partner with families when an issue arises in order to come to the best possible solution for the student.
  
10. **Why do I need an emergency contact person and number listed if I’ve filled in the Auxiliary Access?**
  - a. It’s just a good idea to have someone designated for the university to call if there is ever an emergency. Occasionally students are in accidents or get seriously ill and are not in any condition to speak. The university has no way of knowing who to contact. You can list someone as an emergency contact without giving them access to your educational records. \*Again, this is particularly important for international students. The Auxiliary Access would remain blank but the Emergency Contact fields would be completed.