



## 2.2.4 Responding to External Requests for Information

Chapter 2 - General	Original Effective Date: April 2000
Section: 2.2 Information Management	Date Last Reviewed: May 2022
Responsible Entity: President	Date Last Revised: May 2022

### I. Purpose

This policy governs the appropriate external release of official or public data and information about UT Health San Antonio. The purpose of this policy is to provide guidelines for responding to external requests for university information and data so that uniform and consistent information is supplied.

### II. Scope

This policy applies to all requests (i.e., surveys, reports, etc.) for university information from outside organizations or entities.

### III. Policy

UT Health San Antonio faculty, staff, residents and students receiving requests for official or public data or other information about the university are to follow these guidelines in handling such requests.

- A. All external requests for official or public data and information about UT Health San Antonio should be handled by the appropriate vice president or their designee, so that applicable reviews and clearances, as necessary, of requested information are completed. The vice president assigned to the role of liaison with an outside organization/entity will have responsibility for the relevant external communication.
- B. When questionnaires or inquiries are sent directly to various schools or offices on campus, individuals are advised to coordinate responses with the appropriate vice president or designated support office for review and consultation regardless of instructions contained in the transmittal letter from the organization/entity making the inquiry.
- C. A coordinated release of data or information is important to make certain there is uniformity in reporting university statistics and information. Depending upon the nature of the information to be released, different offices may be responsible for its

## 2.2.4 Responding to External Requests for Information

compilation. The following list, while not exhaustive, provides guidance on who to contact for different types of requests:

### 1. **Inquiry from news media**

Request for information from reporters, writers or other members of the news media should be directed to the [public and media relations team](#) under the direction of the Vice President and Chief Marketing and Communications Officer. The public and media relations team will coordinate with appropriate office(s) for data releases.

### 2. **Inquiry from local, state and federally elected officials or their staff**

To ensure appropriate, timely and coordinated responses, all legislative inquiries should be forwarded to the [Office of Governmental Relations](#) under the direction of the Vice President for Governmental Relations.

### 3. **Open Records Requests under the Texas Public Information Act**

The [Office of Legal Affairs](#), under the direction of the Chief Legal Officer, manages open records requests for the university and should be contacted immediately upon receipt of such requests. Individuals wanting to make a request should be direct to the to the Open Records Request site, <http://legalaffairs.uthscsa.edu/open-records-request.asp>.

### 4. **Inquiry from an outside law enforcement agency**

The UT Health San Antonio [Police Department](#) Chief of Police is to be notified immediately regarding any requests for information from a municipal, county, state or federal police agency or from the Bexar County Attorney's Office.

### 5. **Inquiry regarding employees or university personnel**

All inquiries regarding an employee or university personnel, including but not limited to employment verifications or other confidential information should be referred to the [Human Resources Office](#), under the direction of the Vice President and Chief Human Resources Officer. Requests can be sent via email to [AskHR@uthscsa.edu](mailto:AskHR@uthscsa.edu).

### 6. **Requests for student education records**

The [Office of the University Registrar](#), under the direction of the Vice President for Academic, Faculty and Student Affairs, must authorize the release of student information. Student education records protected under Family Education Rights and Privacy Act (FERPA) must not be disclosed to third parties under any circumstances without the express consent of the student (or former student) or as authorized by the university's Office of Legal Affairs or the Registrar.

### 7. **Requests for student directory information**

The [Office of the University Registrar](#), at its discretion, may release personally identifiable information contained in a student's education record categorized as directory information unless the student has opted to withhold directory

## 2.2.4 Responding to External Requests for Information

information. Directory information includes the following: name, address, telephone number, e-mail address; photograph; date and place of birth; major field of study; participation in officially recognized activities, sports; dates of attendance; most recent previous educational institution attended; classification, level or year of study; degrees and awards received; date of graduation; and enrollment status (undergraduate, graduate or professional; full-time or part-time).

### 8. **Submission of accreditation reporting, professional organization surveys, program reviews, grant writing and ad-hoc reports**

The [Office of Institutional Research](#) (OIR), under the direction of the Vice President and Chief Financial Officer, supports all academic programs in each of the schools with accreditation reporting, professional organizational surveys, program reviews, grant writing and ad-hoc reports. As a best practice, OIR should be consulted on reports/surveys that contain official institutional information distributed to external organizations and agencies prior to their release to ensure the information is correct and consistently reported to various parties.

## **IV. Definitions**

*There are no defined terms used in this policy.*

## **V. Related References**

### **Handbook of Operating Policies (HOP)**

[HOP 2.2.3](#) Family Education Rights and Privacy (FERPA)

[HOP 2.2.5](#) Faculty and Staff Communications of Opinion to Lay Publications and Public Officials

[HOP 2.2.6](#) Release of Records and Requests for Personal Information

[HOP 2.8.4](#) Public and Media Relations

## **VI. Review and Approval History**

- A. The approving authority of this policy is the University Executive Committee.
- B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

<b>Effective Date</b>	<b>Action Taken</b>	<b>Approved By</b>	<b>Date Approved</b>
<b>04/2000</b>	Policy Origination		
<b>03/2012</b>	Policy Review		
<b>05/2022</b>	Policy Review/Revision	Executive Committee	05/16/2022