

Missing Student

Approved by Cabinet January 14, 2008

In most situations where a student has been reported “missing,” the student has simply not called his/her parents and the parents have begun to worry. Generally the student is fine but too busy to return calls or email. Woodbury University strives to maintain the delicate balance of speaking with anxious inquirers (most often parents) and respecting students’ privacy.

FERPA prohibits the university from giving student record information to anyone except the owner of those records. This information includes class schedules and registration status.

The following protocol should be used upon discovering that a student is missing or when someone suspects that a student may be missing.

- Keep inquirers calm. Attempt to get as much information as possible about why they suspect a student may be missing. Any cases of suspected missing students should be referred to the Office of Student Development immediately.

The Office of Student Development will:

- Check the student’s class schedule on Power Campus. If the student is scheduled for class that day, write a note to the student to call home and arrange for someone from the Office of Student Development to meet with the student outside the classroom at the beginning or end of class and hand them the note. This should be done as discretely as possible.
- If the student is not enrolled in any classes for that day or was not in attendance, contact the student via his/her phone number and email listed in Power Campus.
- If there is no response to phone and/or email messages after 24 hours, contact the student’s other faculty to determine if the student has been attending classes. If the student has been attending, the faculty can assist in getting a message to the student to contact the Office of Student Development.
- If the student lives in the residence halls, Residence Life staff can attempt to make contact with the student and ask him/her to call home. If the student has a roommate, discretely check with him/her regarding the student’s whereabouts.
- If the student has been seen within the last 24 hours but no one has been able to make contact with him/her directly, the Dean of Students or Associate Vice President for Student Development should contact the inquirer to apprise him/her of the situation. Efforts to contact the student directly should continue.
- If the student has not been seen for at least 24 hours, the DOS/AVP should attempt to gather as much information as possible from the student’s faculty, roommate, friends, etc. without causing a commotion. Decisions to contact parents and/or file a missing persons report with the LAPD will be made on a case-by-case basis. (In the case of a missing student under the age of 18, parents will be contacted immediately.)

Relevant Phone Numbers

Office of Student Development 818.252.5254 (x254 on campus)