



## **FERPA INFORMATION FOR STUDENTS, PARENTS & PROXIES**

- Wake Tech recognizes how important parents and other family members are to the success of our students. We are limited to the information we can share with anyone outside of the student by the Family Educational Rights and Privacy Act (FERPA), a federal law that protects the privacy and release of student education records. This law applies to all colleges and educational institutions that receive funds under an applicable program of the U.S. Department of Education such as Federal Student Aid for students.
- As a parent, guardian, spouse etc., you may want to view and discuss your student's grades, billing, financial aid and other records. We can release and/or discuss this information with you if the student has granted access to you. Once granted, this access will remain in effect, unless revoked by the student, for the duration of the student's enrollment at Wake Tech.

## **FREQUENTLY ASKED QUESTIONS**

### **1. How do I get access to my student's information?**

The student must grant you access. Students can grant access to a proxy by logging into their Self-Service account with their Wake Tech email address and password and selecting Parent/Proxy Access under their user ID in the upper right corner. You will need to register as a proxy using an invitation code found in an email sent to the email address that the student entered in the proxy invitation.

### **2. Once access is granted to me, are there other forms that need to be completed, or do I need to speak with someone at Wake Tech about my child's information?**

Once access is granted to you and you register as a proxy, an email will be sent to you with confirmation and user ID/password information. You will then be able to access your student's information online through Self-Service. You will not need to complete any additional forms or contact the school.

### **3. What types of information will I be able to see?**

Depending on the type of access you have been granted, you will be able to see the student's grades, financial aid award(s), bill and 1098T. You can also pay the bill in full after your student sets you up as an authorized user with TouchNet.

### **4. I am a WTCC employee, and I am the parent of a WTCC student. Can I have parent access?**

Yes, if the student grants you access, you will be able to view his or her information in Self-Service. Note there are special instructions for WTCC employees in the access confirmation email; you'll use your regular WTCC email address and password.

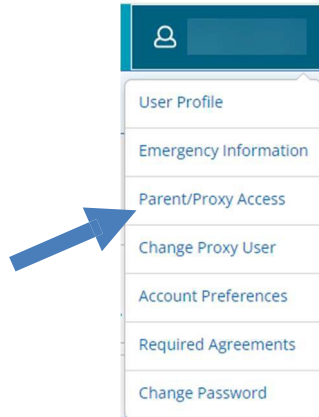
### **5. My student previously completed a paper "FERPA form" or had access to my student's information in the WebAdvisor parent module? Will I automatically get online access to their information?**

No. The student will need to grant you access again in Self-Service. We apologize for the inconvenience.

For more information on FERPA or granting access to a proxy, please contact the Registration & Records office by phone at 919-866- 5700 or email at registrar@waketech.edu.

## HOW TO GRANT ACCESS TO A PARENT/PROXY

1. Go to **selfserve.waketech.edu**.
2. **Click your user ID** in the top right-hand corner of the screen, then select **Parent/Proxy Access** from the drop-down menu.



3. If you **previously entered** a proxy/parent, then that person will be listed in the “Select a proxy” dropdown. You will just need to **select the person, assign permissions (either complete access or select access) and accept the disclosure**.
4. If you need to add a **new** person to your account, you will need to **enter the person’s information first, then assign permissions (either complete access or select access) and accept the disclosure**.

A screenshot of the 'Proxy Access' form. At the top, there are two radio buttons: 'Allow Complete Access' (unselected) and 'Allow Select Access' (selected). A blue arrow points to the 'Allow Select Access' option. Below this are several sections with checkboxes: 'Student Finance' (with sub-items: Account Activity, Account Summary, Make a Payment, Pay With A Payment Plan), 'General' (with sub-item: Notifications), 'Tax Information' (with sub-item: Tax Information), 'Financial Aid' (with sub-item: Offer Letter), and 'Academics' (with sub-item: Grades). At the bottom, there is a 'Disclosure Agreement' section with a paragraph of text and a note: 'Note that by granting proxy access to your academic and/or financial records, you are enabling this person to have access to more than directory information. These records include final grades, GPA, class schedules, financial aid awards and...'

5. **Your proxy will receive an invitation code in an email sent to the email address that you entered. Your proxy will need to register as a proxy in Self-Service before the invitation expires.**

**Note: If your proxy has similar information to an existing person in Wake Tech’s system, Wake Tech will need to research and confirm the proxy’s information to ensure that the correct person is added to your**

record. After Wake Tech confirms, then your proxy will be able to access your information.

## HOW TO PAY YOUR STUDENT’S BILL – ADD AN AUTHORIZED USER IN TOUCHNET

If you wish to pay your student’s bill in full, then your student will need to add you as an authorized user in the TouchNet system. Here are the steps for the student.

1. In Self-Service, go to **Student Finance > Pay in Full (Student)**.

Hello, Welcome to Colleague Self-Service!  
Choose a category to get started.

**Register now for classes in your planner.**  
Click the button to see available terms and sections. [Register](#)

- Student Finance**  
Here you can view your latest statement and make a payment online.
- Financial Aid**  
Here you can access financial aid data, forms, etc.
- Tax Information**  
Here you can change your consent for e-delivery of tax information.
- Banking Information**  
Here you can view and update your banking information.
- Employee**  
Here you can view your tax form consents, earnings statements, banking information, timecards (hourly employees) and leave balances.
- Student Planning**  
Here you can search for courses, plan your terms, and schedule & register your course sections.
- Course Catalog**  
Here you can view and search the course catalog.
- Grades**  
Here you can view your grades by term.
- Graduation Overview**  
Here you can view and submit a graduation application.

**Account Summary**  
View a summary of your account

Account Overview

Amount Due 7/30/2025	\$	
<hr/>		
+ Amount Due		\$0.00
<hr/>		
= Total Amount Due	\$:	

[Pay In Full \(Student\)](#)  
[Pay in Full \(Proxy/Parent\)](#)  
[Students Pay With A Payment Plan](#)  
[Payment Plan Information for Proxies and Parents](#)  
[Important Dates](#)

2. Click **Continue to Payment Center** if needed. You'll be logged into TouchNet.

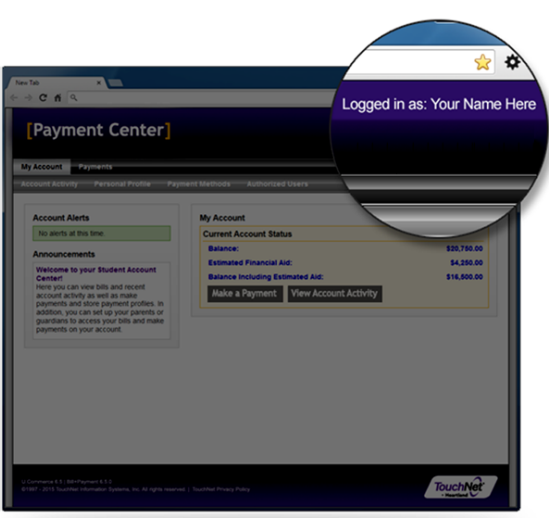
Pay In Full (Student)  
Use this page to make a payment on your account

You are moving to the...  
**Secure Payment Center**

To ensure you are making a secure payment, you will be identified and your name will be added in the right corner of the Payment Center.

This helps you CONFIRM a safe payment transaction.

[Continue to Payment Center](#)



3. Navigate to **Authorized Users** under **My Profile Setup**.

WAKE TECH

Logged in as: [Name] | Logout

My Account | My Profile | Make Payment | Help

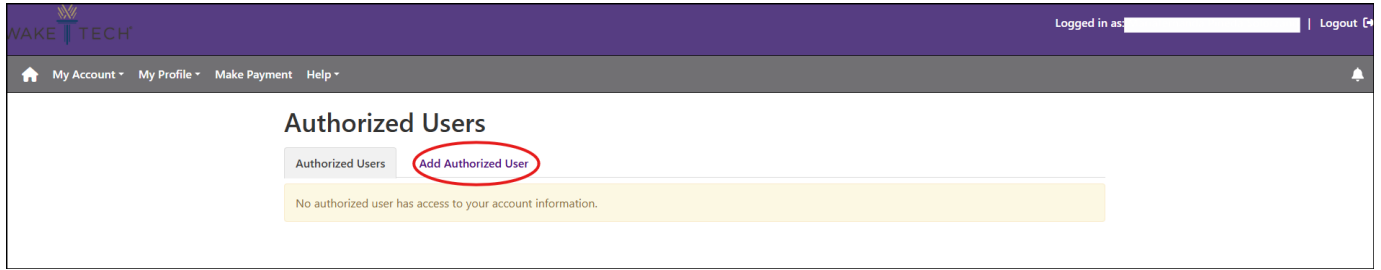
**Announcement**  
Welcome to the Wake Technical Community College Student Payment System  
Here you can:  
• View recent account activity & balance  
• Make payments  
• Add any family member that helps you with bills as an authorized user

**Student Account**  
ID: [ID]  
Balance: [Balance]  
View Activity | Make Payment

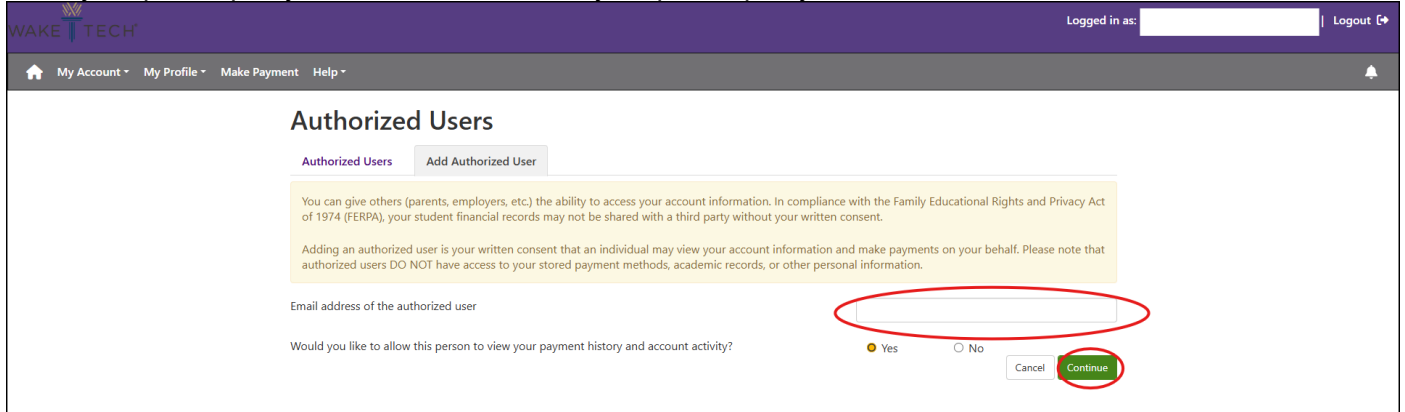
**My Profile Setup**  
[Authorized Users](#)  
Personal Profile  
Security Settings  
Consents and Agreements

**Term Balances**  
Fall 2025

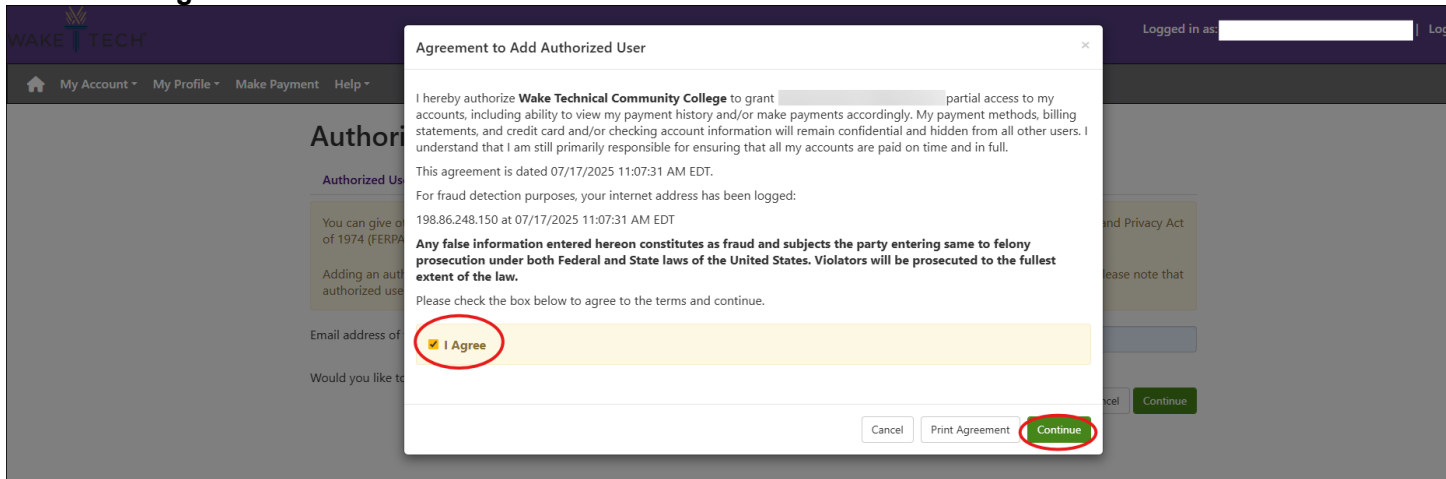
4. Select **Add Authorized User**.



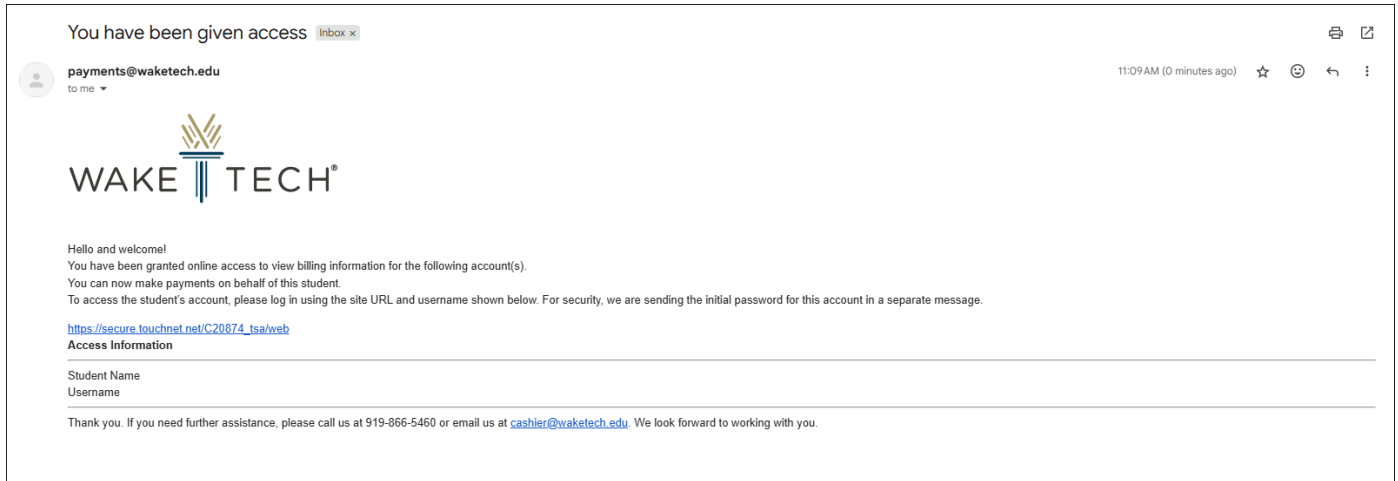
5. Enter your parent/proxy's email address to add your parent/proxy as an authorized user. Click **Continue**.



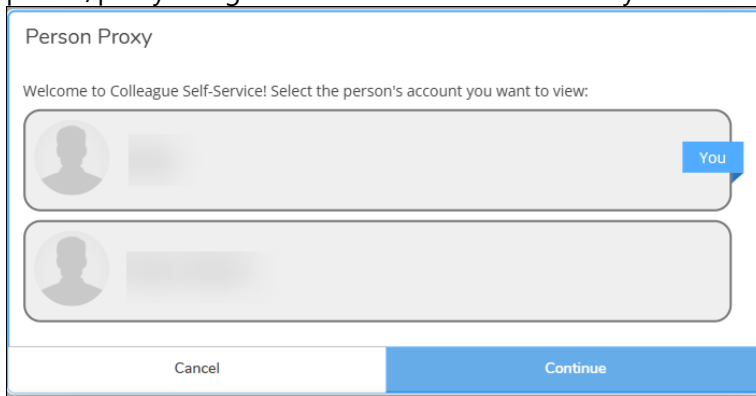
6. Check the **I Agree** box and click **Continue**.



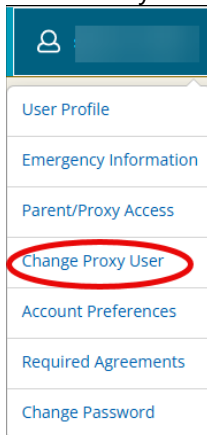
7. The parent/proxy will receive a notification email. The parent/proxy will create their own TouchNet login information.



8. The parent/proxy can log into TouchNet directly from the link in the email from TouchNet. Alternatively, the parent/proxy can go back to **Self-Service**. Select your student from the **Person Proxy** list.

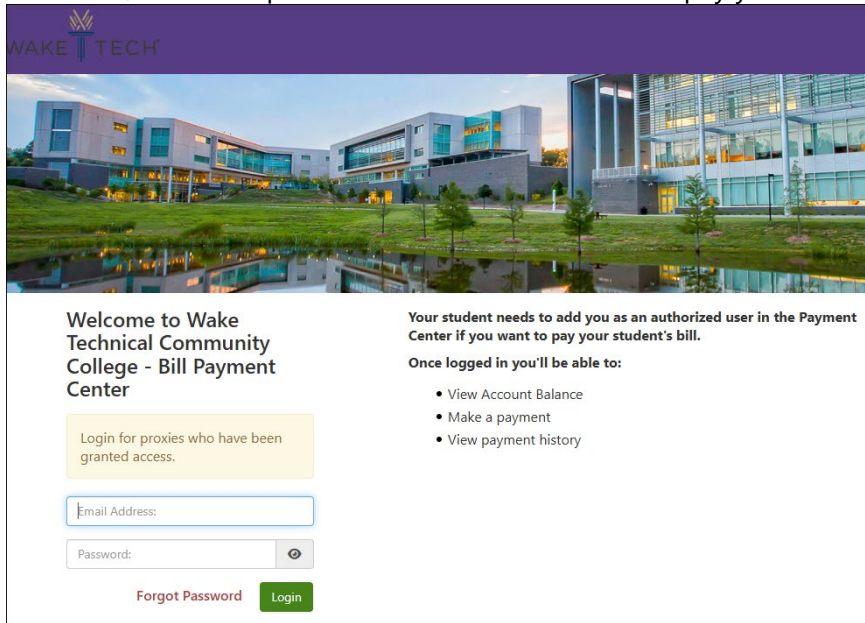


If you don't see this option, select **Change Proxy User** menu in the upper right corner under your username, and select your student.



Select **Student Finance** and then select **Pay in Full (Proxy/Parent)**.

9. The parent/proxy arrives at the TouchNet login page for authorized users. Log in with your TouchNet username/email and password. You should be able to pay your student's bill.




The screenshot shows the login page for the Wake Technical Community College Bill Payment Center. At the top, there is a purple header with the 'WAKE TECH' logo. Below the header is a large image of a modern campus building with a glass facade and a green lawn. The main content area is white and contains the following text and form elements:

**Welcome to Wake Technical Community College - Bill Payment Center**

Login for proxies who have been granted access.

Email Address:

Password:  

[Forgot Password](#)

**Your student needs to add you as an authorized user in the Payment Center if you want to pay your student's bill.**

**Once logged in you'll be able to:**

- View Account Balance
- Make a payment
- View payment history