Ram Fam Central Student Connections: Family Guide to Requesting Records

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Families and supporters can request access from their student to view certain student records through Ram Fam Central. The Family Educational Rights and Privacy Act (FERPA) and WCU Privacy Policies protect student records and prevent WCU from sharing them without the student's permission. For more information visit WCU FERPA Policy.

CONTENTS

Join Ram Fam Central 1

Request Access to Your Student's Records 1

Cancel or Reset a Connection 2

Additional Information 3

Related Guide 3

JOIN RAM FAM CENTRAL

Families and supporters can join for free:

1. Go to https://wcupa.campusesp.com/
2. Sign in or create an account.
3. Complete the quick onboarding survey.
4. Update your profile by selecting the **person icon** at the top right of the page and choose **Edit My Profile.**
5. Update your notification settings by selecting the person icon and choosing **Edit Notification Preferences**.

REQUEST ACCESS TO YOUR STUDENT'S RECORDS

Note: *You can only connect to students who are registered for classes. Connections cannot be made for students who have been admitted but are not registered yet.*

1. Select the **graduation cap icon** at the top right of the page.
2. On the **Who do you want to connect with?** screen (Fig. 1), enter your students WCU email ending in @wcupa.edu and select your relationship to the student.

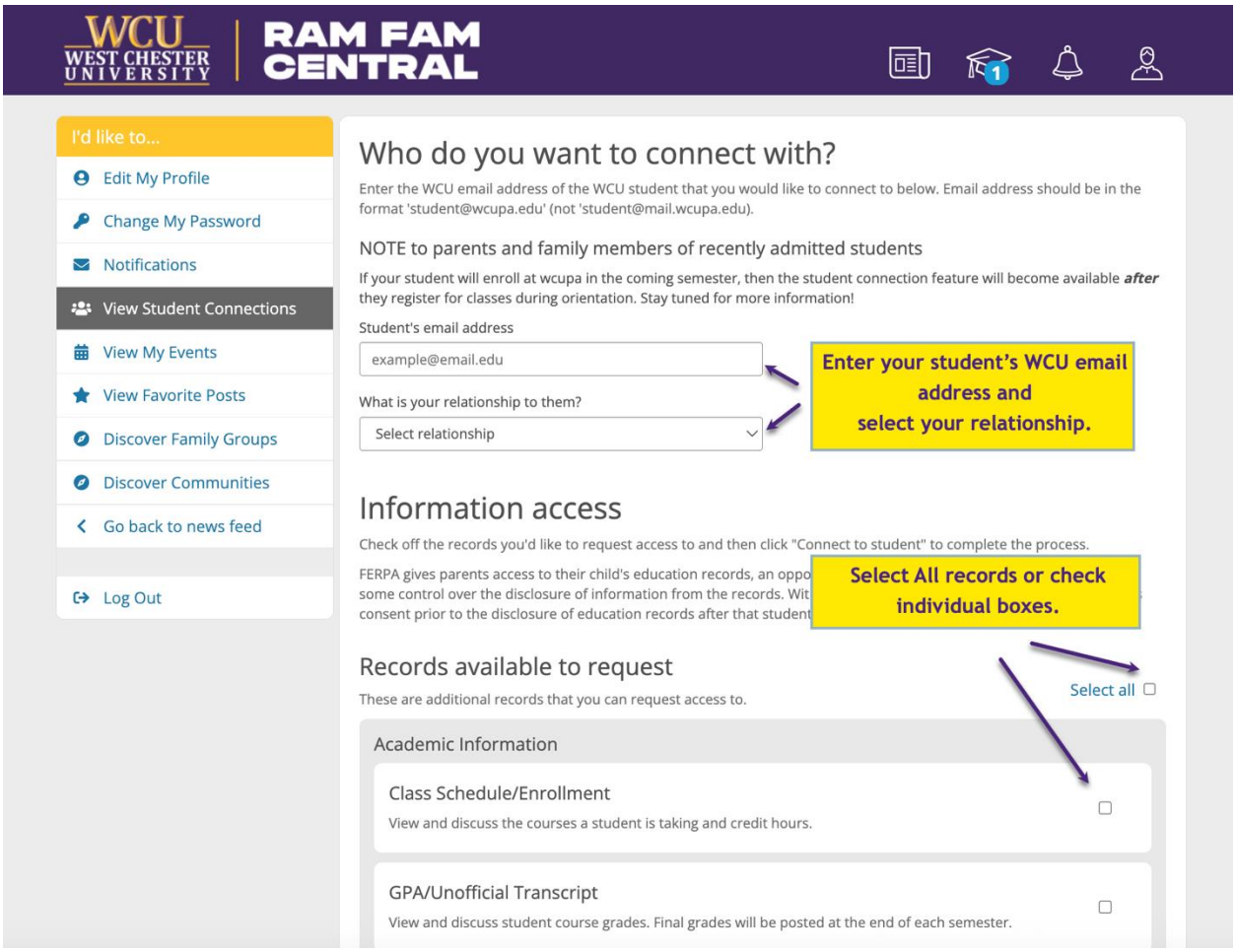

Fig. 1

3. Under **Information access**, choose the records you want to request (Fig. 1). You can either **Select All** available records or check individual boxes for specific records, such as Class schedule/Enrollment, GPA/Unofficial Transcript, Financial Aid, and Holds on account.
4. Select **Connect to student** to send your request. *Note: Students control what access is granted. After you submit the request, your student will get an email notification and must log in to review and approve both the connection and the records you requested.*
5. Once your student approves your request, access will begin the following day. Their name will be displayed on your Ram Fam Central dashboard, and you will be able to see the records they authorized.

CANCEL OR RESET A CONNECTION

If you entered the wrong email or need to restart:

1. Select the **graduation cap icon** and choose G**o to My Connections.**
2. Click the connection you want to cancel.
3. Scroll down and select **Cancel this connection.**
4. Submit a new request with the correct student email

ADDITIONAL INFORMATION

- FERPA is a federal law that protects the privacy of student education records. Students control who has access to their records. Learn more at **WCU FERPA Policy.**
- Students may grant access to all, some, or none of the records you request. They may also revoke access at any time.
- Once approved, access updates happen overnight, so you will see your new access visible the next day. If access is revoked, the change takes effect immediately.
- Connections automatically expire after 5 years.
- Families and supporters may receive email notifications when student data updates are available.

RELATED GUIDE

Related Guides found on the **RamPortal Student Training** Webpage:

- **Ram Fam Central Student Connections: Student Guide to Sharing Records**

For support, please contact **ramfam@wcupa.edu**