


FERPA TRAINING


Family Educational Rights and Privacy Act (FERPA)
A pre-requisite for all CMS Campus Solutions training courses.

Produced jointly by CMS Training & Support Team and
Student Administration Staff
Presentation Time: 20 minutes




FERPA Training: Agenda

- What is FERPA?
- Whose records does it apply to?
- What rights do students have?
- 4 categories to limit release of information
- Quiz



What is FERPA?

The Family Educational Rights and Privacy Act (“**FERPA**”) is a federal law designed to protect the privacy of a student's education records .



Whose records does FERPA apply to?

Students:

Any individual currently attending or who has attended the University for whom the University maintains an educational record.



What rights do students have?

1. The right to inspect and review their educational records.
2. The right to request the amendment of their education records to ensure that they are not inaccurate, misleading, or otherwise in violation of their privacy or other rights.
3. The right to consent to disclosures of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure without consent.



What rights do students have?

4. The right to file with the U.S. Department of Education a complaint concerning alleged failures of the California State University, Fullerton to comply with the requirements of FERPA.
5. The right to obtain a copy of the California State University, Fullerton's student records policy.



What are education records?

Any record related directly to a student, produced in any medium including but not limited to handwriting, print, tape, computer or film, and maintained by the University or an agent of the University.



Examples of Education Records

- Registrar's office records
- Transcripts
- Papers
- Exams
- Class schedules
- Financial aid records
- Financial account records
- Disability accommodation records
- Disciplinary records



FERPA permits...

FERPA permits disclosures without consent to "school officials" with "legitimate educational interests."



Who is a school official?

School officials are:

- University employees (including law enforcement unit, health personnel);
- Agents of the University (such as an attorney or collection agent); or
- Individuals, including students, serving on official University or CSU System committees or assisting a school official in performing their professional responsibility.
- Note: Auxiliary organizations, such as the CSUF Philanthropic Foundation, are not considered "school officials" by themselves.



Legitimate Educational Interest

A school official has a "legitimate educational interest" if the official must review an education record to fulfill their professional responsibility.

The University office, faculty, or staff member responsible for maintaining the record requested is responsible for determining whether a school official has a legitimate educational interest.



Penalty for noncompliance

The penalty for noncompliance with federal regulations can be withdrawal of Department of Education funds from the institution.



Four Information Release Categories

CSUF students may choose from 4 categories to limit the release of their directory information.



Release Category #1: Permit All

Permit release of all Directory information for any purpose.

Note: Each campus designates what it considers directory information from a FERPA list of possibilities; although we can release directory information, that doesn't mean we do. We still are cautious and protective of student information.

Permit All → Verification → Class → Withhold all



Directory Information includes

- Student's Name
- Date and Place of Birth
- Permanent and Local Address
- University-recognized e-mail address(es)
- Telephone number
- Titan Card number
- Class level
- Enrollment status
- Major, Minor, Dates of attendance, Degrees and Awards received
- Previous educational institutions attended
- Past and present participation in recognized activities
- Weight and height if an athletic team member.



Release Category #2: Verification

Permit release of only "Verification" information.

Verification information includes

- Student Name
- Class level (e.g. JR, SR)
- Enrollment status (e.g. full or part-time)
- Major/ Minor
- Degrees and awards
- Dates of attendance
- University-recognized email address
- Titan Card Number

Permit All → **Verification** → Class → Withhold all



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- Degrees and awards
- Dates of attendance
- University-recognized email address
- Titan Card number

Action Allowed

- Release this information for classroom use, campus auxiliaries;
- In response to requests, including those from financial lenders, employers or insurance companies for verification of degree and enrollment information,
- Inclusion in Commencement and honors materials.
- Excluded from all university directories.

Permit All → **Verification** → Class → Withhold all



Release Category #3: Class

Permit release of only "Class" information.

Class information includes

- Student's name
- Major and minor
- Degree and awards
- University recognized email address.

Permit All → Verification → **Class** → Withhold all



Release Category #3: Class

Permit release of only "Class" information.

Class information includes

- Student's name
- Major and minor
- Degree and awards
- University recognized email address.

Action Allowed

- Release this information for classroom use
- Inclusion in Commencement and honors materials.
- Excluded from all university directories
- Will not respond to requests, including those from financial lenders, employers insurance companies for verification of degree, dates of attendance or enrollment status.**

Permit All → Verification → **Class** → Withhold all



Release Category #4: Withhold all

Withhold the release of all Directory information.

- Excluded from all university directories and publications, including Commencement and honors materials.
- Will not verify degree, dates of attendance or enrollment status without the prior written consent of the student.

Permit All → Verification → Class → **Withhold all**



Quiz

We should err on the side of caution when giving out any information.

The following are scenarios you may encounter in your work. Please choose the correct answer in accordance with FERPA policies.



Quiz: Question 1

This screen is interactive. Please click on the answer you think is correct.

A mother calls asking for information about her son's grades. She fears that he is not going to school and has gotten into drugs and alcohol. Can we provide information to her?



Correct Answer for Question 1

The correct answer is **No**. In most instances, regardless of the category of release selected by the student, we cannot provide information about the student's grades without written permission from the student.

If you feel that a situation requires some follow-up, notify your supervisor, Student Affairs, University Counsel, or John Beisner (University Risk Management).



Quiz: Question 2

This screen is interactive. Please click on the answer you think is correct.

An employer calls asking whether a student received a passing grade in an Extended Education class. If the student passed, the employer pays for the class. Can we provide information to this employer?



Correct Answer for Question 2

The correct answer is **No**, regardless of the category of release selected by the student. The employer must obtain information about the student's grades by asking the student directly. The student can provide a copy of his grades. We cannot provide information about the student's performance without written permission from the student.



Quiz: Question 3

This screen is interactive. Please click on the answer you think is correct.

The University Police calls investigating the whereabouts of a student causing a hit and run. The student has chosen to withhold all information from release. Do we provide information to the police officer?

Yes

No



Correct Answer for Question 3

The correct answer is **Yes**. When appropriate school officials need information in cases of emergencies to protect the health and safety of the student and/or others, it is a legitimate educational interest. We do not need consent of the student to release information.



Quiz: Question 4

This screen is interactive. Please click on the answer you think is correct.

A faculty member asks an administrative support coordinator (ASC) for the name and address of a student not in his class. Should the ASC provide this information?

Yes

No



Correct Answer to Question 4

The correct answer is **No**. In order for the ASC to give out such information, the purpose must be related to fulfilling the faculty member's professional responsibility. The ASC must determine from this faculty member what the purpose is for having this information and whether it is a legitimate educational interest.



Questions re: FERPA

cmssa@fullerton.edu

<http://riskmanagement.fullerton.edu/>

Click on "Guidelines & Policies"

Select "University Student Record Policies"

Contact: John Beisner,

Director of University Risk Management

jbeisner@fullerton.edu

**Continue on to next slide to complete the FERPA presentation.



FERPA - Completion

- To complete the online presentation you must enter your email address into the link below.

<http://myweb.fullerton.edu/CMSTraining>



Note: You cannot sign up for other CMS courses until a trainer manually changes your FERPA training status to "finished" in Learner Web.