FERPA TRAINING

Fun, Educational, Responsive, Participatory, Assessable Training
Baby Blues (babyblues.com) – Nov 2010
• Accessible
• FAQs
• Training Video
• Official Procedures
Handling Student Educational Records

“Handling Student Education Records”
(Fall 2004)
Production of the BYU Registrar’s Office

URIM 2017 | FERPA Training
What is FERPA?

Overview

The United States Congress passed the Family Educational Rights and Privacy Act (FERPA) in 1974 to afford certain rights to students concerning their education records. The primary rights afforded to students who attend a post-secondary school such as Brigham Young University are the right to inspect and review their education records, the right to seek to have their records amended and the right to have some control over the disclosure of information from the records.

Brigham Young University may not disclose information contained in education records without the student’s written consent except under certain limited conditions.

Training

BYU has a lot of data and information which is covered by FERPA. In order to help everyone comply with the law, we have provided some video training. The first video has general information about the law and then each track has more detailed information related to specific roles on campus. The tracks have vignettes and ask you to respond to questions to help you understand the application of the law.

If your job requires you to have access to AIM (the student information data base) you will be required to watch the videos and answer the questions before access will be granted.

Frequently Asked Questions

FERPA at BYU

These procedures, in compliance with the Family Educational Rights and Privacy Act (FERPA) govern access to student education records and identify the procedures students may follow to obtain or restrict access to their education records. These procedures are also designed to be in compliance with the Solomon Amendment which governs the rights of the military services to obtain student recruiting information. Individual academic departments and administrative areas may prepare their own policies and procedures consistent with these comprehensive university procedures.

The University Registrar is responsible for university compliance with these procedures. These procedures apply to the records of students who are both admitted and enrolled or who have previously attended the university on campus or via video conferences, satellite, internet, or by other electronic means. The rights are effective on the first day of the semester/term. They do not apply to applications of persons who were not admitted nor to other correspondence with the university.
• Modular
• Authenticated
• Role Based
• Interactive
• 15 Minutes of video (30 min to complete)
• August 2013
Faculty –
• Grade Privacy;
• Legitimate Need;
• Class Grades;
• Returning Work;
• Parents/Grades;
• Third-Party
• Guest Access*

Public –
• Releasing to Third Party;
• Reporting violations;
• Guest Access*

Employees—
• Email;
• Restricted;
• GPA/Phone;
• Supervisor;
• Directory Info
• Guest Access *
BYU FERPA Training
Employees (non-faculty)

Training Scenario Instructions
This training on the Family Educational Rights and Privacy Act (FERPA) consists of short video scenarios, which you will watch and then respond to. These scenarios have been selected because they represent common situations related to FERPA and your regular job duties. If for any reason you do not understand a scenario, you will have the opportunity to submit short statements about what is still unclear to you. The BYU Registrar's Office will review your feedback. If you have any immediate questions or concerns about this training, please contact the Registrar's Office at 801-422-1196.

Let's begin...

Previously completed FERPA trainings:
03 Sep 13, 3:56PM - Employees (non-faculty)
BYU FERPA Training

Scenario 1: Spouse Request

WHAT WOULD YOU DO?

- Call the husband to get verbal permission to release his information to his wife.
- Send a response explaining that we cannot release information about students to a third party without written permission from the student.
- Send a response from a secure email account with the requested information.
- Send a response asking for the student's NetID and password.
BYU FERPA Training

Correct!

Your answer: Send a response explaining that we cannot release information about students to a third party without written permission from the student.

Why: We cannot provide FERPA-protected data through email, unless it is "directory" information. Additionally, we cannot give information to a third party without express permission from the student. FERPA gives students the right to control who can access their record. They can provide written consent authorizing us to release anything from their record to a third party. The release must include who we can release information to, what information we can release, the purpose of the release, and it must be signed and dated. We must see the release and then only give out what the student has authorized in writing.

Not quite...

Your answer: Send a response from a secure email account with the requested information.

Correct answer: Send a response explaining that we cannot release information about students to a third party without written permission from the student.

Why: We cannot provide FERPA-protected data through email, unless it is "directory" information. Additionally, we cannot give information to a third party without express permission from the student. FERPA gives students the right to control who can access their record. They can provide written consent authorizing us to release anything from their record to a third party. The release must include who we can release information to, what information we can release, the purpose of the release, and it must be signed and dated. We must see the release and then only give out what the student has authorized in writing.
BYU FERPA Training Review

Review for session completed on 03 Sep 13, 3:56PM

Introduction to FERPA
- I understood the FERPA concepts in this introduction video.
- I still have questions regarding the FERPA scenarios and concepts in this introduction video.

Scenario 1: Spouse Request
What would you do?
- Call the husband to get verbal permission to release his information to his wife.
- Send a response explaining that we cannot release information about students to a third party without written permission from the student.
- Send a response from a secure email account with the requested information.
- Send a response asking for the student’s NetID and password.

Scenario 1: Spouse Request (continued)
- I understood the FERPA concepts in this introduction video.
- I still have questions regarding the FERPA concept from this scenario.

Scenario 2: Restricted Record
What would you do?
- Ask the caller to give the reason for the request.
- Let the caller know that only students, employees, and faculty members can access information about students.
- Let the caller know that we do not have any information on that individual. Why?
- Tell the individual that the student’s record is restricted so we cannot share any information with them.

Scenario 2: Restricted Record (continued)
Do not release the information to the employee and explain that they need to have a legitimate educational interest.
Have the employee sign the “Right to Know” FERPA form before releasing the information.
Let the employee know that they can get the student’s information only if they do not share it with anyone else.
Only release the student’s address and telephone number.
Ask the employer if there is a GPA requirement for the job. Explain that GPA requirements for a job are the only time they can give this type of student information out.

Ask the employee to contact the student’s professors.

Only release the student’s address and telephone number.

Help the employee understand that determining who they want to hire does not constitute a legitimate educational interest.
### Manage Exams

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Create a new exam
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<td>Scenario 1: Spouse Request</td>
<td>Send a response explaining that we cannot release information about students to a third party without written permission from the student.</td>
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<td>Scenario 1: Spouse Request (continued)</td>
<td>I understood the FERPA concepts in this introduction video.</td>
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<td>Scenario 2: Restricted Record</td>
<td>Tell the individual that the student’s record is restricted so we cannot share any information with them.</td>
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<td>Scenario 2: Restricted Record (continued)</td>
<td>I understood the FERPA concept in this scenario.</td>
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<td>Scenario 3: Parent Request</td>
<td>Let the parent know that written permission is needed from the student first.</td>
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<td>Scenario 3: Parent Request (continued)</td>
<td>I understood the FERPA concept in this scenario.</td>
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<td>Scenario 4: Employer Request</td>
<td>Ask the man if the student has provided a written consent for him to access this information.</td>
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<td>Scenario 4: Employer Request (continued)</td>
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<td>Scenario 5: Employee Use</td>
<td>Do not release the information to the employee and explain that they need to have a legitimate educational interest.</td>
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<td>Scenario 5: Employee Use (continued)</td>
<td>Help the employee understand that determining who they want to hire does not constitute a legitimate educational interest.</td>
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<td>Scenario 5: Employee Use (continued)</td>
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<td>Scenario 6: Use Discretion</td>
<td>Although we can release directory information, only do so with discretion.</td>
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<td>Scenario 6: Use Discretion (continued)</td>
<td>I understood the FERPA concept in this scenario.</td>
<td>✔️</td>
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<td>15</td>
<td>Conclusion</td>
<td>I have understood the FERPA concepts in this training well enough to perform my regular job duties.</td>
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**Score: 6 of 7 (85.7%)**
BYU FERPA Admin

Manage Exams

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Create a new exam

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<td>1</td>
<td>Introduction to FERPA</td>
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<td>2</td>
<td>Scenario 1: Classmate Inquiry</td>
<td>Share only the grades that pertain to the accounting test. Let the student know that you are not able to release grades to other students due to FERPA. Let the student know that you can only share that information with him if the rest of his group has the same concerns. Ask the student to submit a FERPA grade release form.</td>
<td>105</td>
<td>95.3</td>
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<td>Scenario 1: Classmate Inquiry (continued)</td>
<td>Ask the student to get the grades from the other professor. Tell the student that you are not able to release grades to other students due to FERPA, and get information about the other professor releasing grades. Get information from the student about the other professor’s disclosure of grades and ask that professor when grades can be released to other students. Tell the student you can only share another student’s information with him if the entire group has the same concern.</td>
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<td>99.1</td>
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<td>I understood the FERPA concept in this scenario. I still have questions regarding the FERPA concept from this scenario.</td>
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<td>100</td>
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<td>5</td>
<td>Scenario 2: Ask the Receptionist</td>
<td>Explain to the receptionist that you need to know whether the student is a good student. Explain to the receptionist that you are concerned about the academic preparation of students. Explain to the receptionist why you need the information and how it relates to your job duties. Explain that she is dating your son and you want to see what kind of student she is.</td>
<td>100</td>
<td>91.7</td>
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38 Actors

17 Locations

20 Episodes

9 Longest Shoot

$39,000

$38,850

$150
Link to demo site

https://registrar.byu.edu/registrar/ferpaDemo/
Online AIM Access Request

AIM Access Request (BYU)

AIM is BYU's online web-based student information system. The Registrar's Office grants access to student records using the AIM system. Access should only be requested when there is a need to view this information in order to perform university responsibilities. Access to student information is protected under the Family Educational Rights and Privacy Act (FERPA).

To receive access, the following information needs to be completed and submitted to the Registrar's Office.

**Employee**
- Net ID
- Name
- Email
- Position
- Department

**Contact Person (optional)**
- Net ID
- Name
- Email
- Phone

**Information Partner**
Your information partner will need to approve this request before it will be processed by the Registrar's Office. After this request is submitted, your Information Partner will receive an email notification prompting them to review it.

**Access**
- Notes

**Registrar Notes**

**FERPA**
Confidentiality Statement

FERPA
The United States Congress passed the Family Educational Rights and Privacy Act in 1974 to afford certain rights to students concerning their education records. Brigham Young University may not disclose information contained in the education record without the student's written consent except under certain limited conditions.

Before access can be granted, the person requesting access must watch the FERPA training video and agree to the Confidentiality of Records signifying that they understand FERPA and the importance of confidentiality.

Our records indicate that you have completed FERPA training within the last two years on 20 Apr 2015. Thank you!

CONFIDENTIALITY OF RECORDS AGREEMENT

I am an employee at the office listed above and understand that by virtue of my employment with Brigham Young University, I am being granted access to records which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act (FERPA) of 1974.

- I acknowledge that I fully understand that the intentional disclosure, by me, of this information to any unauthorized person could subject me to criminal and civil penalties imposed by law.
- I also acknowledge that I will only access the records I have a legitimate need to view in order to fulfill my university assignment.
- I further acknowledge that willful or unauthorized access or disclosure violates policies of Brigham Young University and could constitute just cause for disciplinary action, including termination of my employment regardless of whether criminal or civil penalties are imposed.

☐ I agree to the above statement.
## Access Request Admin

### AIM Access Request Status Page

#### Info Partner Approvals

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<td>edx</td>
<td>Edward X Doe</td>
<td>Student Supervisor</td>
<td>OneStop</td>
<td>01/18/2017</td>
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#### Registrar Approvals

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<td>maryxd</td>
<td>Mary X Doe</td>
<td>Assistant Manager</td>
<td>Registrar’s Office</td>
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#### Need Processing

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<td>John X Doe</td>
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<td>Assistant Manager</td>
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<td>johnxd</td>
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<td>01/18/2017</td>
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#### Search Requests

- Incomplete
- Registrar Approval
- Info Partner Approval
- Needs Processing
- Partially Processed
- Completed
- Discontinued
- Withdrawn
Other FERPA Training

• Handouts
• PPP with iClickers

15. If a parent claims a student as a dependent for IRS tax purposes, we must release a transcript to them.

a. True
b. False
Questions?

Jearlene Leishman
Senior Associate Registrar
FERPA Compliance Coordinator
jearlene@byu.edu