

AACRAO 2009

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How to Train Your Faculty, Staff, and Administration on [FERPA?]

"YES...IT CAN BE DONE!"



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You know FERPA, and your office staff is FERPA trained, but what about the rest of the campus? This session provides insight and practical tips on "how" you can train your campus faculty, staff, and administration the basic do's and don'ts surrounding FERPA.

Things you'll need to do BEFORE you go out to train anyone:

1. Assess your campus' "FERPA readiness."

- Do all divisional secretaries know what they can or cannot say about a student over the telephone or to that person at their desk?
- Do faculty know they cannot post grades by SSN or student ID? Do they know they CAN post grades?
- Your staff knows FERPA, but what about support staff in other offices?
- Are other offices aware they may be custodians of "educational" records? *"How can that be? Isn't the Office of Student Records the custodian of all "student" records?"*
- Other than your office, who else receives subpoenas? Do they know what to do with them? Are they aware of student rights relative to the subpoena and FERPA?
- You've noticed a lot of student workers in various offices. Are they FERPA trained?

Things you'll need to do BEFORE you go out to train anyone (cont'd):

2. Convincing someone, other than yourself, that FERPA training is needed.

- Your boss (whoever he/she may be)
- Other department heads *(incl. HR depts.)*
- Division Chairs / College Deans
- VP's, VC's, University President, Chancellor

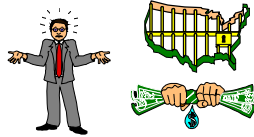


The more support you have, from the highest level of the food chain, the better your chances for success.

Things you'll need to do **BEFORE** you go out to train anyone (cont'd):

3. **But "HOW" do I garner support for training?**

- Educate** "the power people" about FERPA
- Explain** why it is in "their" best interest and the University's to conduct this training. [annual notification, school officials, legitimate educational interest, computer access, etc...]
- Scare them!** (FERPA applies to who...and the penalty for non-compliance is what...?)



Things you'll need to do **BEFORE** you go out to train anyone (cont'd):

4. **Develop a FERPA training tool.** There are many good tutorials on our colleague's websites.

ONLINE FERPA TUTORIALS

University of Nebraska at Kearney
www.unk.edu/offices/registrar/ferpa/index.php?id=425

The Ohio State University
www.ureg.ohio-state.edu/ourweb/more/Content/ferpa_tutorial/main.htm

University of Arizona
www.registrar.arizona.edu/ferpacourse/default.htm

Indiana University East
http://www.iue.edu/registrar/FERPA_tutorial.php

University of Southern California
www.usc.edu/dept/ARR/ferpa/tutorial/

University of Maryland
www.sis.umd.edu/ferpa/

Things you'll need to do **BEFORE** you go out to train anyone (cont'd):

FERPA WEBSITES

AACRAO
www.aacrao.org/compliance/ferpa/index.cfm

George Mason University
<http://registrar.gmu.edu/privacy/privacy.html>

University of Texas at Austin
<http://registrar.utexas.edu/students/records/ferpa/index.html>

Penn State University
http://www.registrar.psu.edu/confidentiality/confidentiality_index.cfm

University of North Carolina – Chapel Hill
http://regweb.unc.edu/faculty/ferpa_training.php

University of Nebraska at Omaha
www.ses.unomaha.edu/registrar/ferpa.php

Family Policy Compliance Office (FPCO)
<http://www.ed.gov/policy/gen/guid/fpc/ferpa/index.html>

Things you'll need to do **BEFORE** you go out to train anyone (cont'd)

5. **Announce** that FERPA training will take place.

Announcement should be made by that individual who carries the most authority. This announcement should include:

- "**when**" the training will take place (i.e. a series of workshops "this semester").
- "**who**" will conduct the training (i.e. "the Registrar") [DO NOT DELEGATE!]
- "**why**" it is being conducted and a statement to the effect that attendance at one of the sessions is "mandatory"

The **WHY** statement may be the most important element. Saying it is mandatory almost assures poor attendance from those who know they can't be threatened or forced (and who will skip just to prove it). The campus must understand "**why**" FERPA training is so important.

Things you'll need to do **BEFORE** you go out to train anyone (cont'd):

6. **Schedule** FERPA

training with Dept. Heads, College Deans/Chairs, etc.



Personally call or visit to schedule their department's training. You may have to reassure them of the "why," so **don't delegate**.

- Don't disrupt their schedule; let them pick the day and time; **you stay flexible**.
- Get on the agenda of one of their **regularly scheduled** divisional meetings.
- Promise to be brief. Ask for 45 minutes, insist on 30, and expect an hour.
- Share a couple of **real life** "*how would you handle*" scenarios that are applicable to **their division**. This should wet their whistle and assure greater attendance.

DAY OF TRAINING
(FERPA Workshop)

BE PREPARED!

- Know the layout of their training/conference room. Remember, you are going to them.
- Make sure AV equipment (LCD projector) is in place and in working order. Have a **back-up plan** (overhead projector & transparencies) **just in case** it is needed.
- Only give them handouts that they really need.
- Keep it loose. Professional doesn't have to be stuffy.

And, finally...

HAVE FUN!

On-line FERPA Tutorial

Please feel free to make use of the IU East FERPA tutorial. Use it as FERPA refresher or ask your department or campus webmaster to copy it to your webpage. You may find it at:
http://www.iue.edu/registrar/FERPA_tutorial.php

On behalf of your students, thanks for taking the time to learn the importance of protecting their educational records.

You've earned a gold