



PRESENTS:

# FERPA

*Family Educational Rights and Privacy Act of 1974*



# Preliminary Information

- o FERPA protects the privacy of a student's educational records.
- o As an employee at a non-profit that is also an accredited university that receives Title IV funding, it is important you understand some basic information about FERPA and how to protect student information, should you have or gain access to it.



# FERPA at-a-glance

- Students at postsecondary institutions must be permitted to inspect and review their education records
- School officials may not disclose personally identifiable information from a student's education record without the student's permission
- Institutions are responsible for ensuring that all of its school officials comply with FERPA



# FERPA Specifics

A student's primary rights under FERPA are:

1. to view the educational records an institution is keeping on the student.
2. to seek to amend those records and in certain cases append a statement to those records.
3. to consent to and control the disclosure of their educational records to others.
4. to file a complaint with the FERPA office in Washington D.C.



# FERPA Specifics

What does this all mean and how might it affect you?

Simply put, FERPA gives the student the legal right to have some control over their information. Students have the right to view their educational record, challenge records they believe to be incorrect, control who has access to their information, and file a complaint with the Department of Education if we don't allow them to exercise those rights.



# What information is covered under FERPA?

Let's start with looking at the definition of an educational record.

You can think of a student's information as falling into two categories:



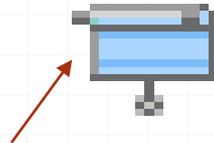
# Student Information

### Personally Identifiable Information (PII; think: *sensitive and private*)

- o Student ID number
- o Enrollment records
- o Student's exams or papers
- o Grades
- o Class schedules
- o Disability accommodation records
- o Disciplinary records
- o Faculty/staff emails to, from or about a student
- o Financial aid and account records
- o Student employment records
- o Gender/Ethnicity/Citizenship
- o GPA
- o Photographs
- o Social Security Number
- o Religious preference
- o Anything else that is not considered "Directory Info"

### MBI Directory Information\* (DI; think: *public and accessible*)

- o Name
- o Date of birth
- o Marital Status
- o Student's Photo/video/film
- o Job history or other info posted on an MBI job board
- o Addresses & telephone information
- o Email addresses
- o Dates of attendance
- o Participation in officially recognized sports and activities
- o Weight and height of members of athletic teams
- o Enrollment status
- o Classification (freshman, soph..., grad student, etc)
- o Degree major or program
- o Degrees earned
- o Academic honors and awards
- o Graduation date



\* Students are able to remove these options from directory informational choices as indicated by accessing the above icon in the student's services center.



## Student Information

- o Etc... *Any* information related to a student that is recorded and maintained by MBI while the student is in attendance is covered under FERPA. Information acquired in relation to them as an alum is *not* considered FERPA protected.
- o It can take physical and digital form. Forms and papers with any of the information on the previous slide should be handled with great care. Your MBI login information should be kept secret and never shared with others in your office.



# Again...

A student's primary rights under FERPA are:

1. to view the educational records an institution is keeping on the student.
2. to seek to amend those records and in certain cases append a statement to those records.
3. to consent to and control the disclosure of their educational records to others.
4. to file a complaint with the FERPA office in Washington D.C.



...to view the educational records an institution is keeping on the student.

Students have the right to request to view any and all the information that an institution has on them (all PII or private information and all DI or Directory Information). This would include, if the records exist, any graded work, correspondence, official course grades, attendance, etc.



...to view the educational records an institution is keeping on the student.

**Q.** How would this actually happen?

**A.** Students exercise this right all the time! They do this when they ask questions about their course work, student bill, registration or enrollment, financial aid, etc. It is the student's right to have access to information that Moody maintains on them as a student. When disclosing this information, you must be sure that you are actually communicating with the student.



...to view the educational records an institution is keeping on the student.

**Q.** How would this actually happen?

**A.** Students may also request a comprehensive audit of their student record. To exercise their official FERPA rights this way, the student would contact the office of Academic Records (AR). AR will then contact course instructors and other parties to gather the information the student has requested. You would be contacted by the Registrar or Associate Registrar.



...to view the educational records an institution is keeping on the student.

**Q.** A student is asking questions about sensitive information on their account that I am unfamiliar with. What should I do?

**A.** If at any point, you are uncomfortable with the exchange of information between yourself and a student, refer the student to the expert. Moody Central is a great go-to department that will help you direct a student's inquiry to the local experts. Don't guess on sensitive information. It may be wrong or you may inadvertently commit a FERPA violation.



**Q.** How do I confirm that I am communicating with the student and not someone else?

**A.** The industry standard and recommendation is to confirm someone's identity through at least **two** data points. You should confirm information that only the student would know. For some, the (1) ID number and (2) dates of attendance could suffice. If the student has a physical ID, you may use this. Otherwise, request that the student confirm certain information about their academic program, other contact information, course history, financial history, or other information that only the student would know. *Do not use any part of a student's SSN to confirm their identity.*



### When communicating...

- In Person:
  - Ask to see their student ID, gov't issued ID, or confirm two points of information (see previous slide)
- Over the Phone:
  - Ask them to confirm their ID number, and another piece of information that only the student would know (*cannot be SSN*). This could include dates of attendance, academic plan, the name of a class/instructor they had and when they had it, etc.
- Over Email:
  - Ensure you are communicating with the student through an email address that is listed in their my.moody.edu portal. *Use great caution when corresponding with a non-@moody.edu address.* This is technically acceptable, but only when the email address is one that they have listed in their my.moody.edu student center (see the “general” tab in the advisee or campus community services center)



### When communicating...

- Through SMS Text Message:
  - Personal text messaging is not advised.
  - For offices that communicate via text message through ITS approve applications, be sure that you only use a number listed on the student's my.moody.edu Campus Solutions portal and not one stored in a separate CRM system.
- Through social media
  - Do not ever communicate DI or PII over social media.
- Through snail mail
  - Be sure you send mail only to the address we have on file for the student OR the student has confirmed two data points for their identity in the letter.



## When communicating...

- NEVER COMMUNICATE, through any medium:
  - Student ID number
  - Course grades, whether official or in progress
  - GPA
  - Any part of an SSN



# Again...

A student's primary rights under FERPA are:

1. to view the educational records an institution is keeping on the student.
2. to seek to amend those records and in certain cases append a statement to those records.
3. to consent to and control the disclosure of their educational records to others.
4. to file a complaint with the FERPA office in Washington D.C.



**...to seek to amend those records and in certain cases append a statement to those records.**

Having viewed their information that MBI has about them, the student also has the right to request that we change a part of their education record that is inaccurate. The information has to be demonstrably wrong in order for MBI to consider changing it.



...to seek to amend those records and in certain cases append a statement to those records.

**Q.** So FERPA will force a professor to change a course grade that was given due to a student's poor performance or billing information that they disagree with?

**A. No.** This provision of FERPA does not allow a student to seek an appeal for a course grade or account charges with which they disagree. It protects the student's legal right to request, where there was administrative oversight or a grade was actually recorded wrong, an amendment. Any student who disagrees with a professor's judgement on a grade must follow the normal grade appeal procedure found in the SLG.



...to seek to amend those records and in certain cases append a statement to those records.

Q. How does a student do this?

A. Student's should be advised to work with individual offices where they believe the information is wrong. However, if a student and an MBI office disagree that a record requires amendment, the student should contact the Registrar. The Registrar, in partnership with the MBI legal team, will assist in arbitrating the dispute.



# Again...

A student's primary rights under FERPA are:

1. to view the educational records an institution is keeping on the student.
2. to seek to amend those records and in certain cases append a statement to those records.
3. to consent to and control the disclosure of their educational records to others.
4. to file a complaint with the FERPA office in Washington D.C.



...to consent to and control the disclosure of their educational records to others.

As previously mentioned – a student’s educational data basically falls into two categories:

1. Personally Identifiable Information

This is sensitive information that is considered exclusive and private. This information is *never* to be shared with anyone other than the student.

2. Directory Information

Directory information is considered to be available to others upon inquiry. Generally speaking, it would not be damaging or break the students privacy to give out this information. However, students must be given the option to make any or all of their Directory Information as sensitive as PII. They can do this in their my.moody.edu portal. If they do this, the “FERPA Shade” will appear.



If you use Campus Solutions, it looks like this:

Jack Student ID: 2169794

student center general info admissions transfer credit academics finances financial aid

Jack(2169794)'s Student Center

Academics

[My Class Schedule](#)  
[Shopping Cart](#)  
[My Planner](#)

other academic... >>

Finances

You are not enrolled in classes.

SEAR

Holds

Probation

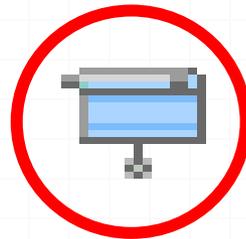
To Do

FA Eligible

*This should look almost identical in the faculty advisee student center*



**Students have the right to consent to and control the disclosure of their educational records to others.**



If the FERPA shade appears, you must use extreme caution when releasing this information. If someone is inquiring about a student's directory information and the student has the FERPA shade, refer the requestor to the office of Academic Records on Culby 2. Our office will sort through what can and cannot be released.



...to consent to and control the disclosure of their educational records to others.

**Q. What if I receive a request for information on an educational record of one of my students?**



**Q. What if I receive a request for information on an educational record of one of my students?**

If the *student* requests the disclosure and you have confirmed the identity of the student, you may disclose this information to them or to whomever they have asked it be provided.



## Q. What if I receive a request for information on an educational record of one of my students?

If a *anyone other than the student* requests the disclosure, you must confirm that the student has pre-authorized the disclosure through the FERPA authorization service indicator on the [my.moody.edu](http://my.moody.edu) portal.

If the student consents that a parent be present/listen in during a phone call or conversation, no service indicator is necessary (as long as you have verified the identity of the student and the student remains present).



# Verifying FERPA authorization service indicator:

*Using Campus Solutions*

- Login to the my.moody.edu portal and go to the “Staff” tab.
- Click on “Campus Solutions”

The screenshot shows the my.moody.edu portal interface. At the top, there is a navigation bar with tabs for "Home", "Campus", "MDL Students", "Faculty", "Staff", and "Alumni". The "Staff" tab is currently selected. Below the navigation bar, there is a "Quicklinks" section. The "Quicklinks" section contains a list of links, each with a yellow circular icon and a description. The "Campus Solutions" link is highlighted with a red box and a red arrow pointing to it. The "Campus Solutions" link has a yellow circular icon with a document and pencil symbol, and the text "Campus Solutions" in blue, followed by "Access the administration system" in black. Other links in the list include "Astra Scheduler", "Chicago Campus Chapel Audio", "Corporate Calendar", "Departmental Directory", "Moody Alert", "The Commons Menu", "Moody Credit Card", "Facilities Service Requests", and "Password Reset".

Home Campus MDL Students Faculty **Staff** Alumni ⚙

nt

**Quicklinks**

Use Quicklinks to go directly to Moody's most-used sites and programs. If the information needed is not included in Quicklinks, use the Directory by Subject or Directory by Department located in the left navigation menu.

- **Astra Scheduler**  
Reserve classrooms or meeting and event space
- **Campus Solutions**  
Access the administration system
- **Chicago Campus Chapel Audio**  
Recordings of chapel audio from Chicago campus chapels
- **The Commons Menu**  
View today's menu
- **Corporate Calendar**  
View Moody's main calendar
- **Moody Credit Card**  
Credit Card FAQs, Tutorials, Forms, Policies, Contact Info, and more
- **Departmental Directory**  
View a list of departmental phone numbers
- **Facilities Service Requests**  
Submit work orders and Facilities-related requests
- **Moody Alert**  
Opt-in to receive timely
- **Password Reset**  
Reset your Moody password

oyees

ervice

d  
als,  
ion

entry  
and  
its

obs



# Verifying FERPA authorization service indicator:

*Using Campus Solutions*

- Click “Main Menu” > “Campus Community” > “Student Services Center”

ORACLE  
Main Menu > Search Menu: >>

- Moody Custom Applications
- NBS Application
- Self Service
- Campus Community**
  - Personal Information
  - Personal Information (Student)
  - SEVIS
  - Checklists
  - Communications
  - Comments
  - 3C Engine
  - Service Indicators
  - Service Indicators (Student)
  - Organization
  - Committees
  - Student Services Center**
  - Student Services Ctr (Student)
  - Advisee Student Center
  - Task Management Work Center
- Student Recruiting
- Student Admissions
- Records and Enrollment
- Curriculum Management
- Financial Aid
- Student Financials
- Academic Advisement
- Contributor Relations
- Set Up HRMS
- Set Up SACR
- Enterprise Applications
- Worklist
- Tree Manager
- Reporting Tools
- PeopleTools
- Usage Monitoring
- Change My Password
- My Preferences
- My System Profile
- Mv Dictionary

- Enter the student's information

### Student Services Center

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

▼ Search Criteria

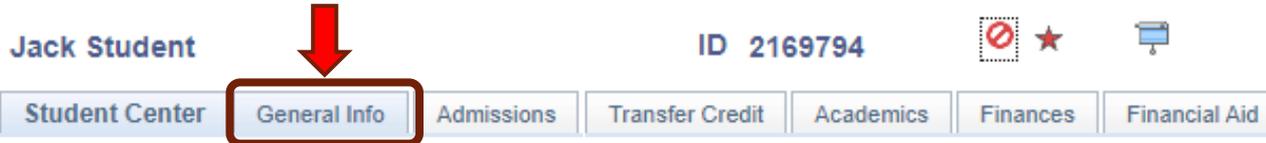
ID	begins with	<input type="text"/>
Campus ID	begins with	<input type="text"/>
Last Name	begins with	student
First Name	begins with	jack
Address Line 1	begins with	<input type="text"/>
Address Line 2	begins with	<input type="text"/>
City	begins with	<input type="text"/>
State	begins with	<input type="text"/>
Postal Code	begins with	<input type="text"/>

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)



# Verifying FERPA authorization service indicator:

- Click “general information” *Using Campus Solutions*



- Scroll down the page to the student’s “Service Indicators” and select the “FERPA Disclosure”

Type	Details	Start Term	End Term	Start Date	End Date	Department
<input checked="" type="checkbox"/>	Bad Mailing Address	Begin Term - Srvc Indicatr Use		08/13/2009		Contributor Relations Default
<input checked="" type="checkbox"/>	No Donor Communications	Begin Term - Srvc Indicatr Use		06/05/2018		Contributor Relations Default
<input checked="" type="checkbox"/>	Probation Student - Add Only	Begin Term - Srvc Indicatr Use		10/07/2019		Student Records
<input checked="" type="checkbox"/>	FERPA Disclosure	Fall 2017	End Term - Srvc Indicator Use			Student Records



# Verifying FERPA authorization service indicator:

*Using Campus Solutions*

- After clicking on the FERPA Disclosure indicator, scroll to the bottom and you will see the name(s) of the person(s) for whom the student has permanently pre-authorized their disclosure.

Placed Process: Release Process:

---

**Comments**

John Doe  
Father  
820 N LaSalle Blvd  
Chicago, IL 60610  
312/329/4000  
arecords@moody.edu  
Records: Yes  
Financial: Yes

A student may authorize a parent, spouse, friend, or anyone else to have this access. It can be for finances *or* academics, *or* both.

---

**Services Impacted** Personalize | Find | View All | | First 1 of 1 Last

Impact	Description	Basis - Date	Basis - Term	Term Category
1 FERPA	FERPA Authorization	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Regular



**Q. What if there is no authorization on file for the parent/interested party?**

If the student is present, they may consent to this person being present/listen in during a phone call or conversation, no service indicator is necessary (as long as you have verified the identity of the student and the student remains present).



## Q. What if there is no authorization on file for the parent/interested party?

If the student is NOT present and there is no FERPA shade ([slide 24](#)) you may have a general conversation about the student. You may not disclose any of the student's PII to the parent. If there **IS** a FERPA shade present, you may not have a conversation that in any general or specific way refers to the student. You may still let the requestor know about general Moody policies that would apply to all students, but you may not discuss the student *at all*.



**Q. What if I receive a request for information on an educational record of one of my students?**

If another *staff member or school official* requests the disclosure (such as a progress report by an MBI counselor/tutor, or an attendance report from Academic Records, transcripts to hire a faculty member who is a former student, etc.), you may disclose the information so long as the staff member has demonstrated that they have a legitimate educational interest in the data they have requested. This means they have to have an appropriate professional reason for the information that they have requested.



**Q. What if I receive a request for information on an educational record of one of my students?**

If another *staff member or school official* requests student data or information from your office, it is *always* acceptable to ask why that individual has made the request. Anyone requesting information from another office should be able to demonstrate why the information they are requesting is related to their professional responsibilities.



**Q. What if I receive a request for information on an educational record of one of my students?**

If anyone else contacts you to request information about one of your students, please refer them to the office of academic records (x4469, [arecords@moody.edu](mailto:arecords@moody.edu), Culbertson Floor 2)



# FERPA FAQs

**Q.** A student's parent is asking for information and is saying that FERPA does not apply because their son/daughter is under 18 years of age. What do I do?

**A.** FERPA applies to anyone enrolled in a post-secondary institution, regardless of age. The parents still need a FERPA waiver to be filed by the student in order to communicate about any PII.



# FERPA FAQs

**Q.** A student's parent is asking for information and is saying that FERPA permits disclosure if they claim the student as a dependent with the IRS. What do I do?

**A.** The parent is correct that Moody *may* disclose information if we have proof that the parent claims the student as a dependent on their tax return. However, Moody is not *required* to and does not participate in this kind of disclosure. The student must fill out a FERPA waiver in their [my.moody.edu](https://my.moody.edu) portal.



# FERPA FAQs

**Q.** It is the 21<sup>st</sup> century and would like to use new technologies to store data (such as google drive), manage workflow, store CRM information, administer surveys, or some other third party online tool that is not authorized by MBI. May I do this?

**A.** No, you must stop. For permission to use websites or technology platforms that are not already authorized and on which you would possibly store student information (PII or DI) please speak with ITS and respect their intentions to keep student data secure:  
<https://its.moody.edu/homepage/policies/>.



# FERPA FAQs

**Q.** I have a student worker who would like to use me as a job reference for another employment opportunity. My student worker was a student, what can/can't I say?

**A.** Most of this information would normally be directory information and, therefore, may be disclosed without the student's permission. However, if the student's employment was a *student only* position, you may commit a FERPA violation if the student has a directory information restriction. Check with Academic Records prior to releasing any information, just to be sure.



# FERPA FAQs

**Q.** A law enforcement official performing a background check on a former student of mine is in my office asking for the students attendance, schedule, grades, billing, or other PII/DI. What do I do?

**A. *With a subpoena:*** refer the official to our legal office. If someone has requested this and it is *not* an emergency situation, you are able to work with MBI legal counsel and the AR office to determine what we are obligated to share.

**A. *Without a subpoena:*** refer the official to the office of Academic Records. We will determine if the situation falls under another disclosure clause of FERPA. If it does not, we have *no* obligation to share the requested information.



# FERPA FAQs

**Q.** I have been asked by a school official to provide student PII/DI information and it doesn't seem to fit their job description. I feel a little awkward asking why they need the data. What do I do?

**A.** Ask them anyways.



# FERPA FAQs

**Q.** I overheard a student boasting that they know other students progress in the class because they work in CPO and see other students' graded work while stuffing CPO boxes or because they are a TA and have administrative access to Canvas. What should I do?

**A.** Report what you have heard to the Registrar or to an Associate Registrar in the office of Academic Records.



## Remember:

FERPA never requires the release of information. It is a “may” not a “must.” The only times a school official *must* release information is when a student is requesting the release of their own record or when Moody is complying with a court-ordered subpoena or warrant.

In any other situation, you are not required to release the information, even if they show you a badge, say they are writing a story for the Chicago Tribune, or even if it is a faculty/staff member from another office.



**! One final important note: !**

FERPA permits the disclosure of PII and Directory Information in the case of a health and safety emergency. If, based on the information available to you, you believe there is a health or safety emergency, you are permitted to disclose pertinent PII to law enforcement or safety/security officials if you have reason to believe doing so will mitigate risk or harm to others.



## One final important note:

*For example:* If a law enforcement officer comes to you and indicates that a particular student may be an imminent threat to themselves or to others, you are able to disclose information about the student, such as their class schedule, their dormitory number, or where they usually sit in the SDR without violating FERPA.



Please contact the Office of Academic Records or Registrar at [arecords@moody.edu](mailto:arecords@moody.edu) or 312/329-4469 if...

- ❖ you are wondering whether or not one of your student workers has FERPA restrictions
- ❖ you want to know if some information to which you have gained access is covered under FERPA
- ❖ you believe a FERPA violation may have occurred
- ❖ your office would like to receive further training
- ❖ you have any other questions at all.

Additional information from the Family Policy and Compliance Office can be found at: <https://studentprivacy.ed.gov>

The Family Education Rights and Privacy Act (CFR 34 Part 99) can be read in full at the ECFR site:

<https://www.ecfr.gov/cgi-bin/text-idx?rgn=div5&node=34:1.1.1.1.33>