

FERPA and the Real World

Registrar's Office

Darla Keel and Sheynah Davis

Using Technology

- Do not allow anyone else to use your username and password. Once logged into your account, that person may be able to access software applications including Banner's Student, Canvas, Degreeworks, etc.
- Be careful when emailing spreadsheets that only the intended individuals are receiving the email. Be mindful of additional spreadsheet tabs that could contain data that reference other students than the student receiving the email.
- When emailing using system functionality, please be sure that only the student that is intended to receive the email is selected.
- No portion of a student's social security number should be included in email messages.
- Do not post grades to a personal web page without the written consent of each student. (If you receive written consents, you must retain these for one year.) Students have access to their portal page and to Student Self-Service; there is no need to display final grades on your Web page.

Degreeworks and Navigate

- Be mindful that there is a way to turn off notes in Degreeworks so that it is an internal note and not one that the student can see. If you have questions about Degreeworks, please contact Keri Kerr kkerr@memphis.edu
- Questions about Navigate and FERPA? Let us know.

Sharing Data

- Share student information only in the course of authorized University business.
- Do not share student information (academic or financial) with the parents of a student without the student's consent. Check SPACMNT to see if the student turned in a form to allow us to talk to a parent, etc.
- Do not discuss student data over the phone unless you are confident you are speaking with the student or another authorized University employee, who has an educational need to know.
- Do not post or pass around in class any lists/reports/documents that include non-directory information.

Writing Letters of Recommendation

Do not include non-directory student information, such as grades, courses, GPA's, etc., in letters of recommendation without first obtaining the student's written permission to release the information. The release should (1) specify the records that may be disclosed, (2) state the purpose of the disclosure, and (3) identify the party or class of parties to whom the disclosure can be made. Also, note that your letter of recommendation is considered part of the student's education record, and a copy of the student's consigned consent should be forwarded to the registrar's office

Safeguarding Your Office

- Do not leave system reports or screen prints where others may see the information.
- Do not archive reports, lists, papers, etc., which include student social security numbers.
- Turn your computer monitor away from the view of others who may enter your office. Do not leave your computer unattended when logged into the system.
- Shred documents that are to be disposed of which contain personally identifiable information.

Document Storage

- Ensure that storage of documents containing any student information (e.g., grade book data) is in compliance with all University data security policies. See <https://www.memphis.edu/its/security/data-storage-guidelines.php> for more information.
- OneDrive is a secure way to store your data.
<https://www.memphis.edu/umtech/solutions/onedrive.php>

Uh OH! Reporting FERPA Violations

If you believe a FERPA violation may have occurred, follow these steps.

- Contact the Registrar's Office immediately. Speak to [Sheynah Davis, Assistant Registrar of Student Records](#), before notifying anyone else of the violation. If Ms. Craft is not available, speak to [Dr. Darla Keel, Registrar](#).
- Write a summary of the violation, and submit it to Sheynah.

When a FERPA violation is reported, the Registrar's Office will complete the following steps.

- Investigate the complaint.
- Meet with all parties involved.
- Involve other areas (e.g., Office of Legal Counsel, Information Technology Services) depending upon the details and scope of the violation.
- Write up a complaint summary upon completion of the investigation.

When in doubt...call us!

We are here to help.
FERPA can be confusing so just call us.

Questions

