FERPA: VIEWING DIRECTORY INFORMATION

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REVISION HISTORY

Version	Date	Name	Description
1.0	11/30/15	Bracken Dailey	Final

INTRODUCTION AND PURPOSE

Students are allowed to restrict any of the Directory Information items through self-service. This restriction requires that UCR staff NOT provide this information to any 3rd party (to include parents) without the student's written consent (or until they release the restriction through self-service).

RELATED POLICIES, REGULATIONS, GUIDING PRINCIPLES, AND COMMON PRACTICES

1. FERPA - http://registrar.ucr.edu/registrar/privacy-ferpa/default.aspx gives guidance on when and to whom student information can be released
2. UCR has historically provided students the ability to individually select which Directory Information items they want to restrict. This is a dynamic process.
3. Students can also restrict their information from being part of the Directory.
4. Students can also restrict from being communicated on campus based on their ethnicity.

IMPACTED DEPARTMENTS, UNITS, PROGRAMS, AND CENTERS

1. All Banner users
2. Individuals requesting student data

BEFORE YOU BEGIN

If this is the first time you are reviewing this procedure, open Banner Training (bannersbxe.ucr.edu) to follow along.

FORMS

The forms listed below are covered in this training.

| Form	Form Name	Description
GOADPRF	Web User Directory Profile	This form contains the FERPA directory restriction indicators.

PROCEDURES

VIEWING DIRECTORY INFORMATION RESTRICTIONS

If a student has restricted at least one item in their list of Directory Information items the confidential flag will automatically be checked in Banner. This means that when you first log into the student account you will get a warning that the student's information is confidential. If you are not speaking with anyone you can move through the warning and continue with your work. **If you are speaking with someone you MUST check what restrictions have been put in place.**

STEPS

Confidentiality Warning Message
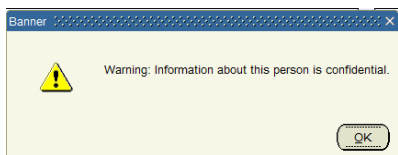
If you see this message, follow these steps.

1. Go to **GOADPRF**

2. Input the **Student ID** in the key block and **NEXT BLOCK**

This form lists all items that students can restrict from Directory Information. **If there is a check mark under Display in Directory you CANNOT release this information.**

We are repurposing the use of this form in Banner for our Directory Information Restriction; therefore, the header, **Display in Directory**, can be misleading. *__If the item is checked it means that the student restricted the item through self-service__*. Please note that if you NEXT BLOCK and the form is blank, this means that the student has never gone into the Directory Information in Self-Service. You may consider this to mean that there are no restrictions. If you need a reminder of what information is directory information, please see the screen shot below.

This is the student's view of the list in self-service:

Item	Restrict
Name :	☐
E-mail :	☑
Local Address :	☐
Permanent Address :	☑
Telephone Number :	☑
Date of Birth :	☑
Place of Birth :	☐
Dates of Attendance :	☑
Previous Schools Attended :	☐
Degrees Awarded :	☐
Major :	☐
Honors :	☐
Sports Participation :	☐
Height/Weight of Athlete :	☐
Online Student Directory :	☐
Ethnicity Communications :	☐

CHECK YOUR UNDERSTANDING

1. If the item the checkbox in the **Display in Directory** column is checked, I may release the information.
   a. True
   b. False

   Answer: (b) – False. We are repurposing this form and cannot change the header. Therefore, if there is a checkbox that indicates that the information IS restricted and you CANNOT release it.

RELEASING DIRECTORY INFORMATION

It is critical that you use the following steps to determine if student information may be released.

STEPS

1. Ask for the Student's Name and Student Identification number (SID)

2. If you receive the confidential pop-up OR you see in the top left-hand corner of the form the word "**Confidential**" then you must go to **GOADPRF** as described above to determine what has been restricted.

3. If the Name has been restricted you **cannot** release any information, to include any acknowledgement that the student is/was a student. You need to simply say, "I have no information".
   a. If the person is not satisfied with that answer and you feel the person you are speaking to is not the student you can recommend that they speak to the student.

    b. If the person you are speaking to is the student you can state, "If you are a student at UCR then you should log into R'web and review your Directory Information privacy settings."

    c. If they indicate that they do not know their NetID or password you can state, "If you are a student at UCR and you have forgotten your NetID and password, please go to http://password.ucr.edu to reset your password."

4. If the person is NOT the student and if the name is NOT restricted but other items ARE restricted, please take note of these items so that you do not release the restricted information. You may give generalized information outside of Directory Information, but no specific information about the student's record.

    a. Students must give written consent to release non-directory information to a third-party (to include a parent). You must have this written permission in order to continue the conversation with the third-party.

5. If the caller states that they ARE the student then you need to use validation questions to confirm the identity of the student.

    a. Ask a minimum of 5 questions

    b. The questions should be detailed questions about the student's record and should not be about anything that a parent might know. Some good examples are:

        i. Course Title or Subject/Number for a specific term

        ii. Grade for a Course

        iii. Transfer work

        iv. Did they repeat a course

    c. If your department relates more to financial information, you should consider questions that a student would know but a parent would not.

    d. If at the end of all 5 questions you are certain that you are speaking with the student, you may continue the conversation and provide more detailed information about the student's record/account.

CHECK YOUR UNDERSTANDING

1. If a caller is requesting address information and the student has restricted only their name, I may release the information.
    a. True
    b. False

ANSWER: (b) – False. In this case, the student's name is restricted. If you were to provide the address information then you have also verified the student's name and have violated the FERPA restriction they had in place. If the Name is restricted, you must simply say, "I have no information".

FINAL QUIZ

1. If a student wants to update their FERPA restrictions, they should go to the Registrar's Office.
    a. True
    b. False

    Answer: (b) – False. Students may update their Directory Information restrictions by going to R'web and clicking on Directory Information.

2. If you don't get the Confidentiality Warning message box but you see the word "Confidential" at the top of the form you do NOT need to go to GOADPRF to check the restrictions.
    a. True
    b. False

    Answer: (b) – False. If you see EITHER the Confidential Warning message box OR the word "Confidential" you must go to GOADPRF to check the Directory Information restrictions.

3. If the caller is a student who answers all but one of the questions asked correctly, I may release information.
    a. Yes
    b. No
    c. Maybe

    Answer: (c) – Maybe. You have to use your best judgement. If you are unsure then ask as many questions as needed to verify the identity of the student. If you are not able to verify the identity of the caller, ask your supervisor.