

Helicopters, Bulldozers and Student Records: One campus's efforts to contain FERPA

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Aaron Minnick and Jenny Osborn, The Ohio State University

In lieu of Power Point notes, you can access the Prezi presentation at:

http://prezi.com/emijvbqa8z_v/oacrao-presentation-2011-osus-common-ferpa-release/

Customer Service Scripts

Common Scenarios Unauthorized requests for information	This section provides scripted responses to common scenarios where an individual has requested information but is not authorized for it.
1. <u>Individuals not authorized for information</u>	Unfortunately, due to information privacy standards I am unable to provide the information you're requesting. Please have the student add your name to the Student Information Release on their Student Center, and assign the appropriate releases and access codes.
2. <u>Impersonating a student</u>	<p><i>Use this script when you suspect a parent (or other party) is impersonating a student. The specifics will vary, so the first part of the response is the only "set" part of the script. Ask a specific question from choices a or b.</i></p> <p>To ensure the privacy of your information, I need to ask you an additional question about your enrollment so I can verify your identity. Can you tell me...</p> <ul style="list-style-type: none">a) <i>Detail about the current Class Schedule (day and/or time of a specific class)</i>b) <i>Name of an instructor</i> <p>First incorrect answer: ask another question</p> <p>If two incorrect answers: I'm sorry, based on the information you provided I am unable to verify your identity over the phone. Please email us from your OSU email account or come into our lobby location with a photo ID.</p>
3. <u>Students with FERPA Restriction (Blue Window Shade)</u>	<p>I apologize, but I am unable to access the record you requested. There are two situations that usually cause this: either there is no record that matches the information you provided, or a FERPA restriction has been requested and we are unable to release information unless the student verifies their identity in person. If you have requested a FERPA restriction, you can access your information by visiting our office with a photo ID.</p> <p><i>If student is no longer in the Columbus area or is unable to visit in person:</i> If you have requested a FERPA restriction and you wish to remove it, please visit www.registrar.osu.edu, click on the <u>Students</u> link at the top of the page, print a Change of Record Form, and return the form with a copy of your driver's license or state ID.</p>
4. <u>Non-Custodial parent</u>	<p>I apologize, but I am not able to disclose any information regarding the student's financial aid. Your name does not appear on the FAFSA and there is not a signed release on file. I recommend that you contact the <u>student and the custodial parent</u>, to inform him/her that they will need to complete a Financial Aid Release form [TBD – what would be appropriate here with the new SFA procedures?].</p>
5. <u>Parent FAFSA information requested by the student</u>	<p>I apologize, but I am unable to release your parent's financial information that was submitted on the FAFSA since that information is the property of your [parent / parents]. You will need to contact your [parent / parents] to obtain that information.</p>

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