FERPA: VIEWING DIRECTORY INFORMATION

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REVISION HISTORY

Version	Date	Name	Description
	4/25/2018	Bracken Dailey	Banner 9 Transition
	4/22/2020	Bracken Dailey	Update to Directory Information List – new items added

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.
5. Restrictions a student puts in place will be enforced, when appropriate, for report outputs.

IMPACTED DEPARTMENTS, UNITS, PROGRAMS, AND CENTERS

1. All Banner Users On Campus

BEFORE YOU BEGIN

If this is the first time you are reviewing this procedure, go to R' Space and select the Banner Training icon in order to follow along and practice. Please submit a ticket if you have trouble accessing Banner Training.

PAGES

The pages listed below are covered in this training.

Page	Page Name	Description
GOADPRF	Web User Directory Profile	

PROCEDURES

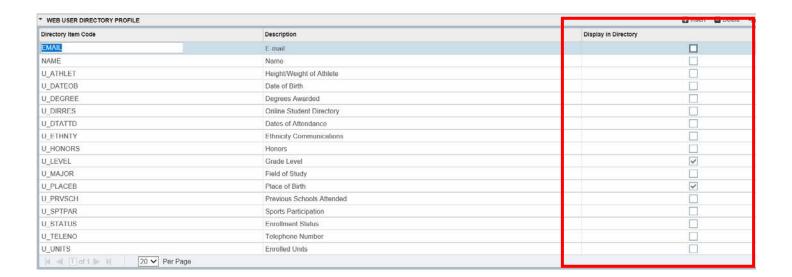### HOW TO VIEW DIRECTORY INFORMATION RESTRICTIONS

STEPS

1. 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.**

2. Go to **GOADPRF**.
3. Input the **Student ID** in the key block and press **GO**.
   a. **Note:** If you press GO and the page is blank, *this means that the student has never gone into the Directory Information through Self-Service*. Consider that to mean there is no restriction for Directory Information for this student. If you need a reminder of what information is Directory Information, please use the screen shot below.
   b. **Additionally, GOADPRF will not update with the new directory information items added in April 2020 (Grade Level, Enrollment Status and Enrolled Units) to the page unless the student has made an update in self-service since the addition of the new items.** If the items are not present, consider that to mean there is no restriction for those new directory information items for this student. If you need a reminder of what information is Directory Information, please use the screen shot below.
4. This page 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.**
   a. **Note:** *We are repurposing the use of this page 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.*
5. This is the **student's** view of the list in **Self-Service**:

Item	Restrict
Name :	☐
E-mail :	☐
Telephone Number :	☐
Date of Birth :	☐
Place of Birth :	☑
Enrollment Status :	☐
Enrolled Units :	☐
Dates of Attendance :	☐
Previous Schools Attended :	☐
Grade Level :	☑
Degrees Awarded :	☐
Field of Study :	☐
Honors :	☐
Sports Participation :	☐
Height/Weight of Athlete :	☐
Online Student Directory :	☐
Ethnicity Communications :	☐

6. This is the view for the staff:

WEB USER DIRECTORY PROFILE   Insert   Delete

Directory Item Code	Description	Display in Directory
EMAIL	E-mail	☐
NAME	Name	☐
U_ATHLET	Height/Weight of Athlete	☐
U_DATEOB	Date of Birth	☐
U_DEGREE	Degrees Awarded	☐
U_DIRRES	Online Student Directory	☐
U_DTATTD	Dates of Attendance	☐
U_ETHNTY	Ethnicity Communications	☐
U_HONORS	Honors	☐
U_LEVEL	Grade Level	☑
U_MAJOR	Field of Study	☐
U_PLACEB	Place of Birth	☑
U_PRVSCH	Previous Schools Attended	☐
U_SPTPAR	Sports Participation	☐
U_STATUS	Enrollment Status	☐
U_TELENO	Telephone Number	☐
U_UNITS	Enrolled Units	☐

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PRIOR TO SPEAKING WITH ANY PERSON ABOUT A STUDENT ON THE PHONE

1. Ask for the **student's name** and **SID** (if they know it).
2. If you receive a confidential pop up or you see in the top left hand corner of the page, by the student's name, the word confidential then you must check **GOADPRF** to determine what has been restricted.
3. If name has been restricted you cannot release any information, to include any acknowledgment 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 you feel the person you are speaking with is the student you can state – **"If you are a student at UCR then you should log into self-service and review your directory information privacy settings."** If they don't know their **NETID** and **password**, then you will want to state – **"If you are a student at UCR and you have forgotten your NETID and password, please go to rweb.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 you do not release this information. You may also give general information outside of **Directory Information**.

      a. Students must give written consent to release non-directory information to a 3rd party (to include a parent) so ensure you have permission for continuing the conversation.

5. **If the caller states they are the student**, then you need to use **validation questions** to confirm the identity of the student.

      a. You should ask approximately **5 questions**; more if the person has hard time answering them

            i. These should be detailed questions about the student's record and ones that a parent doesn't know. Good examples are:

                  1. Course title or subject/number for a specific term
2. Grade for a course
3. Where transfer work has come from
4. Did they repeat a course
5. Minor or concentration

            ii. If you are more in areas related to financial information, consider questions that the student would know but not a parent.

      b. You should not acknowledge if the answers to the questions are correct or incorrect during the process.

      c. If at the end of all 5 questions you feel certain you are speaking with the student than you can continue the conversation and provide more detailed information about the student's account.