

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 1 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Purpose

The Family Education Rights and Privacy Act (FERPA) designates certain information related to students as directory information and gives the college the right to disclose such information to anyone inquiring without having to ask students for permission, unless the students specifically request in writing that all such information not be made public without their written consent. If a student requests to evoke or revoke withholding of all directory information items, this business process to place or remove a FERPA hold must be completed in full and is effective at both Madison College and Western Technical College due to the consortium database existing between the two institutions.

Madison College students may elect to evoke or revoke a request to withhold the release of all information related to their student record by completing the Request to Withhold Student Information form after their account is created (see attachment A).

FERPA holds evoked affect students at Madison College as follows:

- Student is required to perform transactions via online self-service in Student Center or in-person with college staff assistance after qualified photo identification is completed at point of service.
- Student email account, network and Blackboard login are assigned a sequenced Buckley ID.
- Student is instructed to inform faculty of status and identification.
- Student is restricted from accessing and taking action on their account via phone services.

A FERPA hold revocation will restore all access and directory information release.

Requests are submitted to the Madison College Enrollment Center either directly by the identified student or via a regional or metro campus business office, or Western Technical College, following student identification procedures. Enrollment Center assigned staff work in partnership with Help Desk staff to complete processing of the request and communication to the student.

Enrollment managers are responsible for coordinating and training Enrollment Center staff. Technology Services managers are responsible for coordinating and training of Help Desk staff.

Faculty are impacted by an evoked FERPA Hold as follows:

- Students with FERPA holds in place will appear in blackboard under a Buckley ID.
- Faculty may reference class rosters in Faculty Center to determine identification of student by FERPA Hold icon, student name and ID number.
- If a student expresses a desire to change current FERPA status, faculty should refer them to the Enrollment Center or a regional or metro campus office.

Student requests for any exceptions to this process due to distance/out-of-state situations should be referred to Enrollment Center managers.

The following procedure promotes consistency of service and communication.

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 2 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Procedure

Part I: Student Requests to Evoke a FERPA Hold

- a. Student completes request form and presents to service staff with photo ID at either Madison or Western Technical College. Staff notify the student at intake that their new network ID and email address will be available within two business days. Student should confirm status and obtain new network ID and email address through Reactivate Account/Change Password wizard in the Student Portal (myMadisonCollege).
- b. If intake at Western or Madison regional/metro campus office, the completed form is date stamped, scanned and emailed to EnrollmentServicesOperations@madisoncollege.org (ESO) with URGENT – FERPA REQUEST subject line. ESO forwards requests originated at Madison to Western via Enrollservices@westerntc.edu.
- c. Enrollment Center Customer Service staff processes status on PeopleSoft Student Administration system (see Activate a FERPA Hold below).
- d. Once processing is complete, Enrollment Center Customer Service staff send email notification to Help Desk (helpdesk@matcmadison.edu) and ESO, Subject: URGENT – FERPA REQUEST, notifying of need to rename existing student network ID and email address within two business days. Help Desk creates ticket placing request into production.
- e. Staff places date stamped/entered request form with Help Desk email attached into expandable Records – FERPA folder located in the imaging station.
- f. Enrollment Operations is the identified business owner for all FERPA requests. Help Desk will notify via email to [Enrollment Operations Manager](#) when the ticket is created and a closure email when the ticket is complete. Rules will forward these emails to EnrollmentServicesOperations@madisoncollege.org (ESO). All emails will be imaged to student record.
- g. The account creation process is modified to stop an account creation for any student whose FERPA fields are checked. The error message will direct the student to the Enrollment Center for assistance. Enrollment Center staff will email the Help Desk with the URGENT - FERPA REQUEST subject line, which will initiate the manual account creation process.

TO ACTIVATE A FERPA HOLD:

Campus Community > Personal Information > Biographical > Person FERPA Quick Entry


Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 3 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

FERPA Quick Entry

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

Find an Existing Value

ID:	begins with ▼	Seven Digit Student ID#
Campus ID:	begins with ▼	
National ID:	begins with ▼	
Last Name:	begins with ▼	
First Name:	begins with ▼	
<input type="checkbox"/> Case Sensitive		
Search	Clear	Basic Search  Save Search Criteria

Enter the student ID for the student who has requested to Withhold Student Information.
Click the Search button.

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 4 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

FERPA Quick Entry

Name of Student Displays Here

When selected, the following information will be restricted from release (with the noted exceptions for Release to Publications) according to FERPA guidelines and policies.

Restrict All Fields **Release All Restrictions**

Restriction Categories

FERPA Address View

Restrict	
<input checked="" type="checkbox"/> Billing	Release to Publication
<input checked="" type="checkbox"/> Business	Release to Publication
<input checked="" type="checkbox"/> Campus	Release to Publication
<input checked="" type="checkbox"/> Cellular	Release to Publication
<input checked="" type="checkbox"/> Dormitory	Release to Publication
<input checked="" type="checkbox"/> FAX	Release to Publication
<input checked="" type="checkbox"/> Home	Release to Publication
<input checked="" type="checkbox"/> Legal	Release to Publication
<input checked="" type="checkbox"/> Mailing	Release to Publication
<input checked="" type="checkbox"/> MATC Work Phone	Release to Publication

Click "Restrict All Fields" button and check marks will populate all fields

Click the Save button

Photograph

Restrict	
<input checked="" type="checkbox"/> Photograph	Release to Publication

Restrict All **Release All**

Save

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 5 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Part II: Student Requests to Revoke a FERPA Hold

- a. Student completes request form and presents to service staff with photo ID at either Madison or Western Technical College. Staff notify the student at intake that their new network ID and email address will be available within two business days. Student should confirm status and obtain new network ID and email address through Reactivate Account/Change Password wizard in the Student Portal (myMadisonCollege).
- b. If intake at Western or Madison regional/metro campus office, the completed form is date stamped, scanned and emailed to EnrollmentServicesOperations@madisoncollege.org (ESO) with URGENT – FERPA REQUEST subject line. ESO forwards requests originated at Madison to Western via Enrollservices@westerntc.edu.
- c. Enrollment Center Customer Service staff processes status on PeopleSoft Student Administration system (see Inactivate a FERPA Hold procedure below).
- d. Once processing is complete, Enrollment Center Customer Service staff send email notification to Help Desk (helpdesk@matcmadison.edu) and ESO with URGENT – FERPA REQUEST subject line, notifying of revocation and need to rename existing student network ID and email address within two business days. Help Desk creates ticket placing request into production.
- e. Staff places date stamped/entered request form with Help Desk email attached into expandable Records – FERPA folder located in the imaging station.
- f. Enrollment Operations is the identified business owner for all Madison College FERPA Hold requests. Help Desk will notify via email to [Enrollment Operations Manager](#) when the ticket is created and a closure email when the ticket is complete. Rules will forward these emails to EnrollmentServicesOperations@madisoncollege.org (ESO). All emails will be imaged to student record.

TO INACTIVATE A FERPA HOLD:

Campus Community > Personal Information > Biographical > Person FERPA > FERPA Quick Entry

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 6 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Enter the student ID number and click Search. Click on "Release All Restrictions"

FERPA Quick Entry

Name of Student Displays Here

When selected, the following information will be restricted from release (with the noted exceptions for Release to Publications) according to FERPA guidelines and policies.

Restrict All Fields

Release All Restrictions

Restriction Categories

FERPA Address View

Restrict

<input checked="" type="checkbox"/>	Billing	Release to Publication
<input checked="" type="checkbox"/>	Business	Release to Publication
<input checked="" type="checkbox"/>	Campus	Release to Publication
<input checked="" type="checkbox"/>	Cellular	Release to Publication
<input checked="" type="checkbox"/>	Dormitory	Release to Publication
<input checked="" type="checkbox"/>	FAX	Release to Publication
<input checked="" type="checkbox"/>	Home	Release to Publication
<input checked="" type="checkbox"/>	Legal	Release to Publication
<input type="checkbox"/>	Mailing	Release to Publication

Click the Save button

Photograph

Restrict

Photograph [Release to Publication](#)

Restrict All

Release All

Save

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 7 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Related Business Policy and Process

1. Family Educational Right to Privacy Act (Buckley Amendment)
2. Red Flags Rule Program
3. Account Creation Business Process
4. Request to Withhold Student Information Form (Attachment A)
5. Academic Policies - Protection of Student Records, Access to Student Records & Student Identification Number
6. Policy Considerations: Retention Policy: see Administrative Policy #205 - Registration Documents:
FERPA Form: Retention – 1 year, Imaging – Yes, Destroy – Yes

Student Administration Business Procedure and Process Documentation

Category:	Internal Business Process	Page 8 of 8
Title:	FERPA Hold – Request to Withhold Student Information	Created: 10.2004 Revised: 4.19.2011
Filepath:	S:\REGISTRAR\8.9 Business Process_Documents	Version: 4.0

Attachment A



MADISON COLLEGE Request to Withhold Student Information

Or to Revoke Previous Withholding of Student Information

The [Family Education Rights and Privacy Act \(FERPA\)](#) (20 U.S.C. § 1232g; 34 CFR Part 99) designates certain information related to students as directory information and gives Madison College the right to disclose such information to anyone inquiring without having to ask students for permission, unless the students specifically request in writing that all such information not be made public unless specified by the student's written consent.

The categories of directory information are listed below. To withhold the disclosure of all directory information items, complete this form and submit to the Enrollment Center in person with photo ID. Once received, all directory information will be withheld until such time that the student requests in writing that the Enrollment Center remove the hold. Such request must be made using this form and submitted in person with photo ID.

Please consider carefully the consequences of any decision to withhold directory information, as any future requests for such information from other schools, prospective employers or other person or organizations will be refused. After the request is submitted, all future requests for assistance or account information must be made in person with photo ID or accessed online by signing on to the [myMadisonCollege](#) Student Center. Due to the consortium existing between Madison College and Western Technical College, requests submitted by students of both institutions to Madison College will affect student record information at both institutions until revoked.

Madison College will honor a request to withhold directory information, but cannot assume responsibility to contact a student if a request for information is received. Regardless of the effect upon the student, Madison College assumes no liability for circumstances caused by honoring a student's instructions that such information be withheld. For more information on FERPA, see [madisoncollege.org/FERPA](#).

STUDENT INFORMATION:

Last Name _____ First Name _____ Middle Initial _____

Student ID or Social Security Number _____ Telephone _____

Address _____ City _____ State _____ Zip Code _____

The following items are considered directory information and will be withheld upon submission if requested:

- Name
- Major field of study (program)
- Degrees and awards received
- Participation in official recognized activities and sports
- Dates of attendance (term start and end dates)
- Enrollment status (Full, three-quarters, half, or less than half time)
- Weight and height of members of athletic teams
- Email address

Select one of the following requests:

- I have carefully read the above and request that all directory information at Madison College (and Western Technical College, if applicable) not be disclosed to third parties without my written permission or as permitted by law. I further understand that by availing this, all requests by me must be made in-person with photo ID or accessed online by signing on to the [myMadisonCollege](#) Student Center. This includes, but is not limited to, class registration, class schedules, transcript request, financial aid and account inquiries. Requests to withhold student information will be honored by Madison College and Western Technical College until revoked by the student.
- I wish to revoke my previous request to have directory information withheld. I have carefully read the above and understand that all directory information may be disclosed to third parties without my written permission or as permitted by law.

Student Signature _____ Date _____

Please sign and submit completed request in-person with photo ID to the Truax Enrollment Center - Room 159, Downtown Enrollment Information Center - Room D117, or any Regional or Metro Campus Office.

Please allow up to 15 business days to process a Request to Withhold Student Information. Requests are reviewed in order they are received.

Questions? For assistance with this form, contact the Enrollment Center in person at Room 159, Truax, or by phone at (608) 246-6210 or (800) 322-6282, Ext. 6210.

<i>Enrollment Center - Records Use Only:</i>		
Staff Name _____	Staff Title _____	Date Processed _____

12Apr2011

Procedure and form resources: <http://matcmadison.edu/protection-student-records> and <http://intranet.matcmadison.edu/forms-db/index.php?alpha=R>