

Name: FERPA Tutorial in Blackboard	Written By: Keli Jones
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Reference Documentation	

Business Need

MCCCD Business Compliance needs for automation and institutional tracking of the Family Education Rights and Privacy Act (FERPA).

Background

The **Family Educational Rights and Privacy Act (FERPA) Tutorial** will be available for employee access via Blackboard. FERPA places restrictions on the release of student records and all employees who access student records are required to complete the tutorial. FERPA Tutorials were previously administrated through the Legal Office with reports provided to college Student Information System (SIS) Security Administrators for course assignments. Prospective faculty are given the Faculty Center role automatically, but are not provided any additional roles until an individual was confirmed to have taken FERPA. College Help Desk teams were not able to confirm whether an individual had taken the FERPA tutorial when faculty/adjunct faculty called for assistance. Prior processes were manual and labor intensive, and the data gathered by the Legal web site was not auditable. All new FERPA completions will now become part of your permanent electronic MCCCD employment/relationship record.

Procedure

All “new” employees that need access to student records will take the FERPA Tutorial through MCCCD’s Course Management System (Enterprise Blackboard). Employees that have previously taken FERPA (through the MCCCD Legal Website) will not need to retake the tutorial at this time.

To access the tutorial:

1. Login into Blackboard at <https://ecourses.maricopa.edu> with your MEID and enterprise password.
2. Click on the Courses tab to display the courses in which you are enrolled. Click on the MCCCD Employee FERPA Compliance course.
3. Click on the **Course Information link**, located on the navigation menu to the left.
4. Click on Begin FERPA Online Tutorial.
5. Click the **Completion Form link on the left Blackboard navigation menu and follow the instructions to receive credit for this course.**

Notes

All employees may be asked to resubmit FERPA through the Course Management System at a future date.

Support Teams: Frequently Asked Questions (FAQ)

I don't have an MEID, how do I obtain one?

When you are hired into the MCCCCD system (or are added as a "person of interest") the Human Resource department will process paperwork through the HRMS system. The HRMS system and the directory pass your data automatically between them for MEID/authentication. Generally speaking, you should have an MEID created for you within 20-30 minutes of the time you are entered into HRMS, but it could take up to an hour.

I have an MEID but I cannot log into Blackboard; what now?

The Blackboard enrollment takes a bit longer to process. It is done twice a day, at noon and evening:

- If the paperwork has been entered in the HRMS system and an MEID/authentication created **before** 12:00 Noon, your Blackboard login should be available that same afternoon.
- If the paperwork has been entered in the HRMS system and an MEID/authentication created **after** 12:00 Noon, your Blackboard login should be available the next morning.
- The technical teams are working to reduce this timeline.

I have logged into Blackboard, taken FERPA, logged into SIS and still do not see my courses. What happens now?

After you have completed FERPA, the college SIS Security Administrator must then add the additional appropriate security. They will be able to see your completion record in HRMS by the next day (HRMS Relationship Summary Page-newly available in early summer 2010) by the next day. If you need access faster than that, or they cannot confirm that you have completed the FERPA tutorial, you can print off your completion notice from the Blackboard system (this should be a confirmation e-mail to your MEMO account) and take it to the college SIS Security Administrator for assistance. A list of SIS Security Administrators can be found at your college help desk.

How can I tell if my FERPA completion has been correctly posted to the HRMS system?

You can see your current records under Employee Self Service, Learning and Development, Maricopa Tracking, your manager can see it under your Training History, and other qualified staff (College HR, SIS Security, help desks) can see it on the HRMS Relationship Summary Page. It may take one or two days for it to show up in HRMS (we are working on shortening this up).

Can the required documents for Compliance be placed into a single location? This way I only have to remember one place to work with.

There is now a link to the FERPA tutorial on the MCCCCD discloser web site to address this question.

<http://www.maricopa.edu/disclosure/>

I took FERPA years ago before the current Student Information System (SIS) was implemented. Don't you already have my information?

Yes. If you have previously taken the FERPA Tutorial and you already have access to SIS, you will not need to retake it at this time. Your information has been captured and a report provided to the College SIS Security Administrators, however, it cannot be converted into HRMS **AND WILL NOT READILY SHOW AS PART OF YOUR TRAINING RECORD**. There may be a future time when all employees will be required to take the tutorial again, due to content changes, however MCCCCD will communicate that when it becomes necessary.

I noticed that I have a gmail account. I heard that employees were not to use these accounts. Is that true?

MCCCD provides “student” email accounts, powered through Google for anyone that has taken a course within the institution. However, for legal public record and disclosure laws, MCCCD employees (paid/non-paid persons of interest) are required to use their institution provisioned email account.

Where do I get additional help?

Concerns should first be researched at the college level through your help desk or College HR office. If the issue cannot be resolved at the campus level, and as with all issues that need resolution at the District Office level, please create a HDT recording the detail of the problem. Use the **Transfer Calls (xx – DO)** work group for routing. If you have trouble routing an HDT, please consult with your college help desk for assistance. Remember that it may be helpful to provide some additional information in the “technical notes” of the HDT.

Where can I get help for AT and/or Help Desk Tickets?

Your college help desk has been using both directory AT and the Help Desk Ticketing System – HDT (CGC will use escalated outlines previously established) for a number of years. Please collaborate with them first if you have additional concerns.

As with all issues that need resolution at the District Office level, please create a HDT recording what the detail of the issue. Use the **Transfer Calls (xx – DO)** work group for routing. If you have trouble routing an HDT, please consult with your college help desk for assistance. Remember that it is helpful to provide some additional information in the “technical notes” of the HDT such as last four SSN, MEID, and/or EMPLID and mark the HDT with a security level 1. Please do not put any type of credentials in the “detail” portion of a HDT.