

Professional Development
Appropriate Release of Information- The Who, What, When, and How
Mr. Bill Fly and Mr. Don Voltz
Thursday, April 17 or Friday, April 18, 2008
Summary of Evaluations

127 Registered
114 Completed Workshop
106 Completed Evaluations

Excellent: 4 Good: 3 Fair: 2 Poor: 1

| | | | | |
|--|-----|----|-------|------------------|
| A. To what extent did this workshop meet its objectives? | | | | Avg. <u>3.58</u> |
| Excellent | (4) | 62 | 58.5% | |
| Good | (3) | 43 | 40.6% | |
| Fair | (2) | 1 | 0.9% | |
| Poor | (1) | | | |
| No Response | (0) | | | |
| | | | | |
| B. What is your overall impression of the workshop? | | | | Avg. <u>3.55</u> |
| Excellent | (4) | 59 | 55.7% | |
| Good | (3) | 46 | 43.4% | |
| Fair | (2) | 1 | 0.9% | |
| Poor | (1) | | | |
| No Response | (0) | | | |
| | | | | |
| C. How would you rate presenter(s) as to knowledge of subject and presentation? | | | | Avg. <u>3.80</u> |
| Excellent | (4) | 85 | 80.2% | |
| Good | (3) | 21 | 19.8% | |
| Fair | (2) | | | |
| Poor | (1) | | | |
| No Response | (0) | | | |
| | | | | |
| D. Has this workshop provided you with information/motivation to do something differently in your job? | | | | |
| Yes | | 89 | 84.0% | |
| No | | 17 | 16.0% | |
| No Response | | | | |

If "yes," identify one or more things:

1. It is good to have a workshop on the updates of FERPA.
2. Provided great information I did not know about FERPA.
3. Better communication with parents
4. More of an understanding of FERPA
5. Give parents more information regarding their rights under FERPA
6. Ask more questions
7. Get students workers to sign confidentiality form
8. Take more thought about particulars when using or sharing information
9. Scope to release or share information with parents from students
10. Refer most requests to appropriate department
11. Ability to notify parents of students with serious health incidents
12. Providing student information
13. Be more effective in my job to communicate this information to peers, students, and parents
14. Parent access
15. Consider each request for information carefully
16. Remember how important protection of information is
17. Question release of any student records
18. Treat sensitive information like this with caution

19. Glad to have hard copies to refer to if questions or request arise
20. Better understanding of FERPA and better disclosure of materials
21. Update my staff about new things in FERPA, train my staff on P.I.A. and review and edit my release of information forms
22. Increase awareness on how to appropriately respond to different requests
23. Review business practices within the office
24. How to release information to parents
25. I do not have to release student information, but I am able to release certain information to parents.
26. Read and obtain more information referring to FERPA
27. Make decisions regarding information without needing to clarify with others
28. Before answering questions make sure it's public information and get requests in writing
29. Increase my own awareness of disclosure policy
30. Continue to have students and parents aware of FERPA.
31. I know who to contact in other offices for advice about releasing specific information.
32. Have information release form available
33. No more group advising for students on probation
34. Make additions to students' records to track release and information
35. Refer individual to the Primary Data Custodians when in doubt.
36. I was unaware that you must go to Registrar's Office to get privacy hold placed in your records.
37. Check students' records before releasing information to parents
38. Be more cautious of information given over phone and in person and check for privacy note.
39. Appropriate release of information and information on current legislation, rules and guidelines
40. Always check to see if student has a privacy hold.
41. What documents can and cannot be given to individuals
42. Identify what department has the authorization to release information
43. Knowledge about what is considered "parent" and knowing about "observations"
44. Share this valuable information with department heads
45. Be extremely careful on how I release information
46. List of release of information
47. Know the amount of information to give and any changes that may apply
48. Keep better records
49. How we advertise our new program and the use of pictures in our pamphlets
50. Give more thought to any personal, public information and consult with supervisor when in doubt
51. Make sure we have releases for photos. Also, know how to evaluate what is public or private information
52. Clarification of FERPA and differences in FERPA and TPIA
53. What records can be released and observational information
54. If parents are divorced and one claims child as dependent, do both have records access?
55. FERPA documents do not require disclosure; it simply permits it.
56. Always protect students' information
57. Sharing with parents on how to classify information and records
58. Develop better policy on information release
59. E-mail open records requests acceptable form of writing
60. How to handle requests that have been denied
61. Posting information on website, faculty e-mails and scholarship donors

If "no," identify one or more things:

1. No, but this workshop has definitely educated me on information and resources I was unaware of.

E. Topics of interest to you for future Professional Development workshops:

1. Detailed SAP training
2. More clarity on FERPA and TPIA
3. Child CPR
4. Fire prevention
5. Relieving stress
6. Using MS tools wisely and effectively in the office
7. SAP Budgeting
8. Word 2007, Excel 2007

9. Organization skills
10. Teambuilding
11. Athletic information
12. First Aid Certification
13. Health and Fitness (including how to read food labels)
14. How to deal with difficult people
15. Environmental issues
16. Blue Access services
17. Academic Advising
18. Business Etiquette
19. Telephone Etiquette
20. SAP- Budget Reports
21. How to do PCR's for faculty, staff, students, etc.
22. Time entry and approvals
23. How to create purchase requisitions and the steps that follow
24. Dealing with parents and a more detailed release of information
25. Is Equity and Access truly beneficial for employees?
26. Word, Excel, and Outlook instruction (advanced)

Suggestions for future speakers/facilitators:

| <u>Name</u> | <u>Subject Area</u> |
|--------------------|--|
| 1. | FOI- Media Specific |
| 2. Dr. Lisa Lloyd | |
| 3. | Academic advising as a profession |
| 4. | Updates on PowerPoint, Excel, Word, Office |
| 5. Dr. Sherri Benn | |

F. Comments for improvement of this workshop:

1. Great job!
2. Good
3. Referrals to places (laws and acts) are available.
4. Information very dry. We could use more class participation.
5. Make it a requirement for all employees including periodic "refreshers," student workers and part-time staff to attend
6. Bill is great. He really made a dry subject interesting.
7. It was difficult to absorb everything Don said.
8. It might help Don to slow his speaking just a bit.
9. Try not to limit the examples to admissions and faculty.
10. From an athletic media relations or any University Publishing office—there are numerous questions and information that media request. Examples of what to do and not to give out would be helpful.
11. Helpful handouts and good information
12. The substitute speaker did a decent job. He did tend to talk above our heads.
13. I felt the presentation was very informative, but what could be more helpful would be more examples of situations and how you would handle that case.
14. Enjoyed the analogies with the movies and the slides
15. Although this is a very serious topic, the method of relaying the information was complete and entertaining.
16. Good information
17. Tables where the entire audience can comfortably watch the presenter or screen, even if we are late.
18. Great workshop and lots of great information
19. Second speaker spoke a little too fast to pick up information.
20. Very good presentation
21. Wonderful job and very helpful
22. Bill and Don gave great information. Thanks!
23. More examples and scenarios could be used to interact with each other to better understand these rules.
24. Decision matrix or flowchart of requirements

25. More information about protecting FERPA records from other institutions
25. Excellent!
26. Although well presented, these laws are still confusing enough that I would refer all requests to either the University Attorney or IT Security.

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