



Compliance with FERPA

1. General Procedures:
 - a. A copy of the Annual Notice must be included in student registration process.
 - b. The Annual Notice will be posted on the Provo City School District Web site, and/or otherwise widely distributed and available to parents.
 - c. The Provo City School District Notice for Directory Information will be included in the school registration process, posted on the Provo City School District Web site and/or otherwise widely distributed and available to parents.

2. Denial of Release of Student Information:
 - a. When a school receives either a parent's or eligible student's (those over the age of 18 or who have been emancipated) written request, using the district student registration process, to deny the release of their student's directory information, the school will enter the request into the student information system in a timely manner and in such a way that any employee being asked to provide student information may readily determine whether a request has been made to deny disclosure of the student's information.
 - b. When a parent or eligible student chooses the option of denying the release of their student's directory information, they are opting out of the release of all designated information, except to the extent that FERPA authorizes disclosure deemed by the district as necessary to protect the health or safety of the student or other individuals and disclosure to school officials with legitimate educational interests. A school official is a person employed by the district as an administrator, supervisor, instructor, or support staff member (including health or medical staff and law enforcement unit personnel); a person serving on the school board; a person or company with whom the district has contracted to perform a special task (such as an attorney, hearing officer, auditor, medical consultant, or therapist); or a parent or student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
 - c. Parents may not select items or circumstances under which some information may or may not be released.
 - d. Once an eligible student or parent/guardian has made a request to deny the release of the student's information the request will be effective in successive school years, unless changed in writing by the eligible student or parent/guardian.
 - e. Each school will monitor requests to deny release of their students' directory information to ensure that the request is honored.
 - f. At the senior high school level, all requests for student names, addresses and telephone listings received from military recruiters or institutions of higher

education will be referred to the Provo City School District Office of Student Services for a response.

- g. Before releasing student directory information, the Executive Director of Student Services, school administration, or designee will review the district data base to verify that parental or eligible student's requests to deny release of the student's information have been correctly entered into the Student Information System.
 - h. The district will not release directory information of any eligible student who has requested, or whose parent/guardian has requested, that the information not be released.
3. Requests to Review Student Records:
- a. Parents and legal guardians of students currently enrolled or eligible students may submit a written request to the school principal or designee to review or obtain copies of their student's record.
 - b. Before allowing a person access to student records, school personnel must verify the identity of the person making the request. The district designates certain student information as Directory Information. Such information may be released without parental consent; however, student information should not be released routinely on request from the public. School employees should contact Student Services if they have questions about requests they may receive.
 - c. Access to school records under FERPA pertains only to official educational records, such as grades, attendance, and other information found in the cumulative file. It does not extend to classroom records held by an individual teacher, principal, counselor or other staff.
 - d. Schools are not required to prepare special reports or to recreate lost or destroyed records to satisfy a request for student records.
 - e. Copies of records must be provided to parents and students at a reasonable cost. Inability to pay reproduction costs may not prohibit access to the record itself.
 - f. Requests for access to records should be granted in a timely manner and no longer than 45 days from the date of the request.
 - g. Schools must maintain a record of each request for access to, and each disclosure they make from, an education record.
 - h. The record of access must include the names of parties who have requested or received information from the records and the reason for the request.
 - i. A copy of the signed parent consent to NOT release a record must be kept on file.
4. Custody Issues and Non-Custodial Parent Requests for Information & Contact:
- a. Non-custodial parents have the right to access their students' record unless the school is presented with a court order that prohibits the non-custodial parent from such access.
 - b. Custodial parents may not prohibit the non-custodial parent's access to their child's record unless prohibited by court order.
 - c. A non-custodial parent must make a written request to obtain their student's educational record.
 - d. Schools will not accept or honor any standing request for periodic release of records to non-custodial parents.

- e. FERPA applies only to written educational records. It does not govern personal contacts, visits, or conferences.
 - f. Typically parents do not visit children at school during school hours, regardless of whether the parent has custody. If a school permits parents to visit their child during school hours, and there is a court order regarding custody, a noncustodial parent may only have access to the child with the permission of the custodial parent or as specifically authorized in the court order.
 - g. School personnel are prohibited from writing letters of support for parents who are involved in legal custody disputes or proceedings, nor may they be acting as a mediator for custody disputes or visitation disagreements.
 - h. In situations where legal custody cannot be verified or staff cannot determine who has legal authority over and access to the child, the school will:
 - i. Allow only the person who enrolled the student to un-enroll the student;
 - ii. Contact a police officer or DCFS and release the student to one of them when parties are in conflict and cannot agree upon to whom the student may be released.
 - i. If any person causes a disruption on a school campus, the principal has the legal authority to require disruptive parents or other adults to refrain from coming on to school property without making arrangements through him or her. Principals can deny such persons any access to school property if there is safety, annoyance or potential injury concerns, Utah Code 53A-3-503. The principal should notify the person in writing of his or her decision about their access.
5. Requests to Amend Student Records:
- a. If a parent or guardian believes their student's record contains information that is inaccurate, misleading or in violation of the student's right of privacy, he or she may request that the record be amended or corrected.
 - b. Parents or guardians should submit a written request to the principal for a review of their student's record. The parent should cite information they believe to be inaccurate, misleading or a violation of their child's privacy rights and provide any documentation that supports their belief.
 - c. The principal will review the record and gather more information which may include conferencing with the parents to clarify their concerns. The principal will render a decision within 20 school days of the receipt of the request.
 - d. If a parent wishes to appeal the principal's decision, he or she may send a written request for a hearing to the Teaching and Learning Office within ten school days of the principal's decision.
 - e. The Teaching and Learning Office will refer the appeal to the Assistant Superintendent who will conduct a hearing within 20 school days in which the parent has the opportunity to present evidence supporting their request that the record be changed.
 - f. Parents may be assisted or represented by one or more individuals, including their attorney; however, parents must give advanced notice if they intend to bring legal counsel so that the district has the opportunity to have legal representation as well.

