



*Advancing Global Higher Education*

# FERPA Training Practices

**Results of the AACRAO January 2016 60 Second Survey**



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## **Introduction**

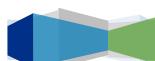
The January 2016 AACRAO 60 Second Survey focused on institutional FERPA training practices and measuring the level of interest in an AACRAO-developed online FERPA training module (Appendix A). The survey received 878 usable responses. Given that the topic is FERPA, it is not surprising that most are institutions in the United States (n=871) (Appendix B and C).

### **Key Findings**

1. Almost three-quarters (72%) require FERPA training for all new hires who work with student records.
2. Among those who do not require the training, many noted that the training is offered but not required. Others stated that those who work with student records are required to sign a form saying they understand FERPA but are not required to complete training.
3. Faculty and others with access to student records are among those listed as not being required to complete FERPA training.
4. One third require FERPA refresher training on a regular and recurring basis.
5. In-person training is the most common format.
6. Twenty-six percent (26%) provide FERPA training to parents, and most of that training is offered in person.
7. The registrar (71%) is the position most often primarily responsible for FERPA training.
8. Almost all (95%) see value in a short online training course on FERPA, and half are interested in one developed by AACRAO.

### **FERPA Training Resources**

AACRAO regularly updates its [AACRAO FERPA Quick guide](#), which is available to members and non-members through the AACRAO bookstore as well as other FERPA publications. Members also have access to sample FERPA brochures and training materials through the AACRAO portal, which can be accessed through our [FERPA resources page](#).



## Results

The aggregate results for all of the questions in the survey are presented in summary tables and figures on the following pages and in Appendix D.

Questions regarding this or other AACRAO research should be directed to Wendy Kilgore, AACRAO Director of Research, at [wendyk@aacrao.org](mailto:wendyk@aacrao.org).

Figure 1: Required FERPA training by institution control

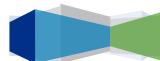
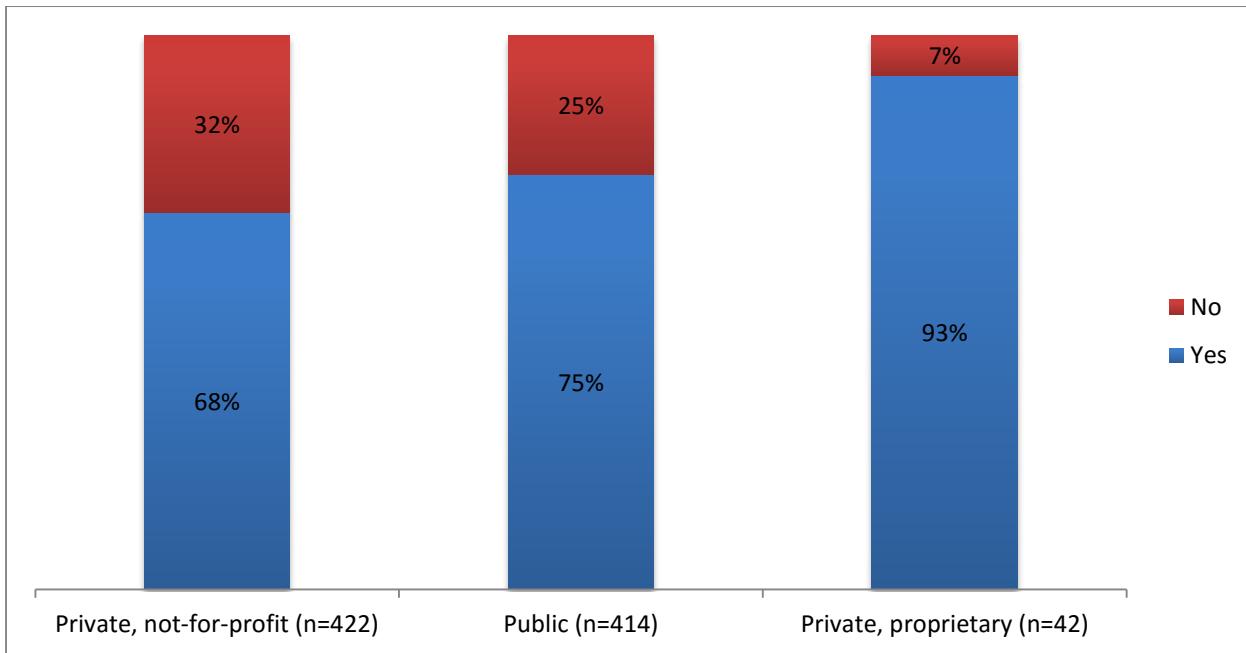


Figure 2: Required FERPA training by institution size

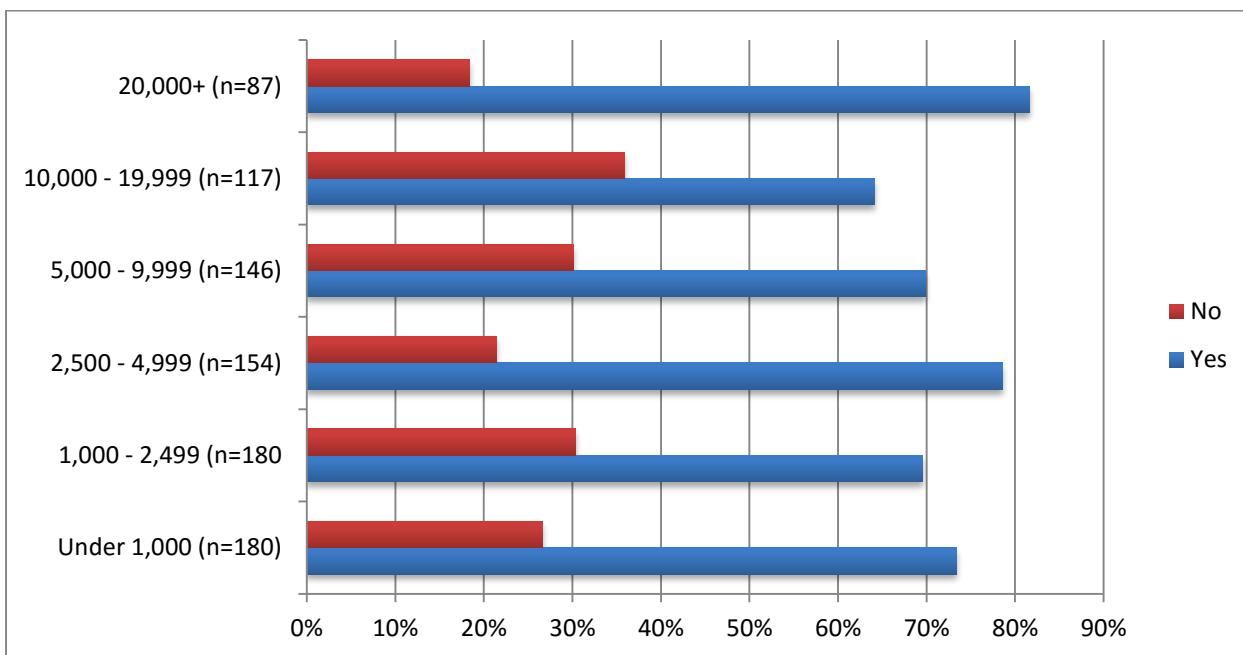


Figure 3: FERPA training delivery methods (all that apply)(n=636)

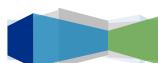
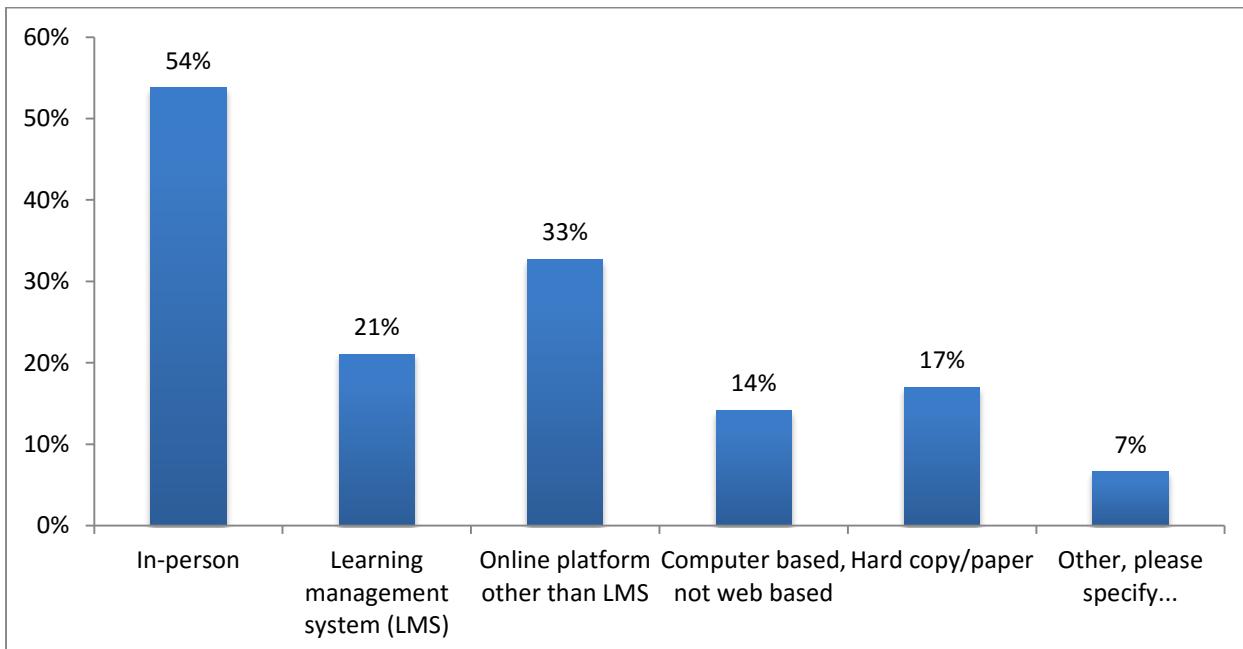


Figure 4: FERPA training for parents by institution type

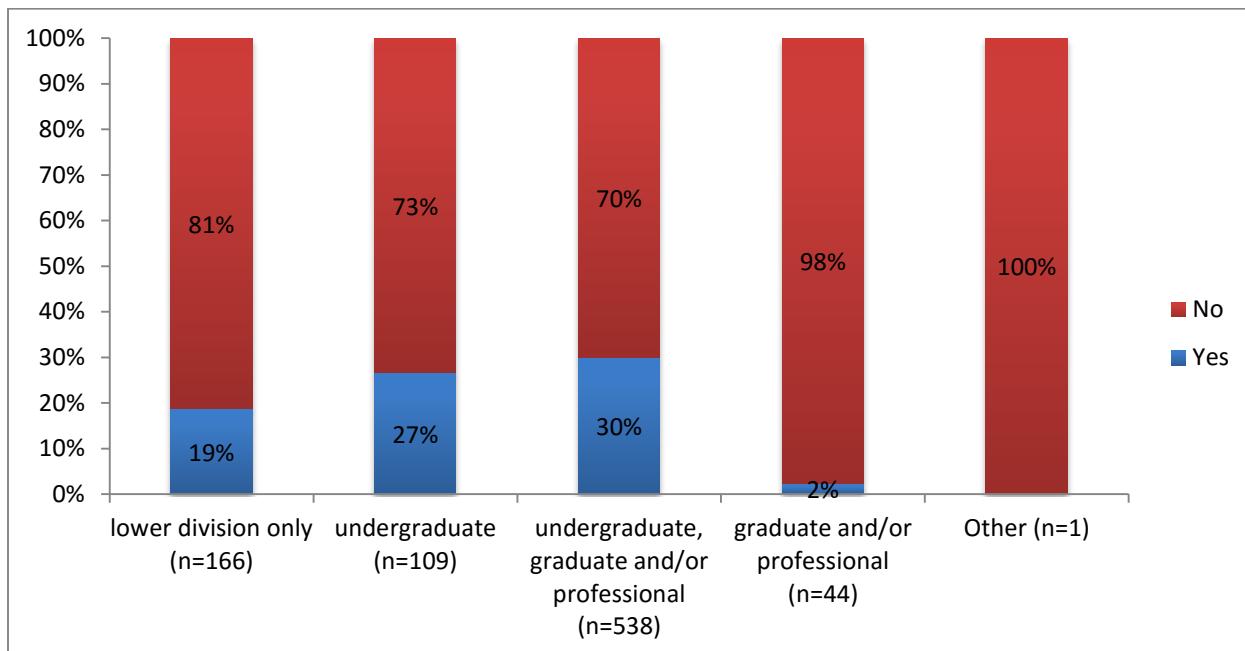


Figure 5: FERPA training for parents by delivery methods (all that apply)(n=219)

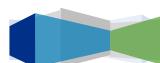
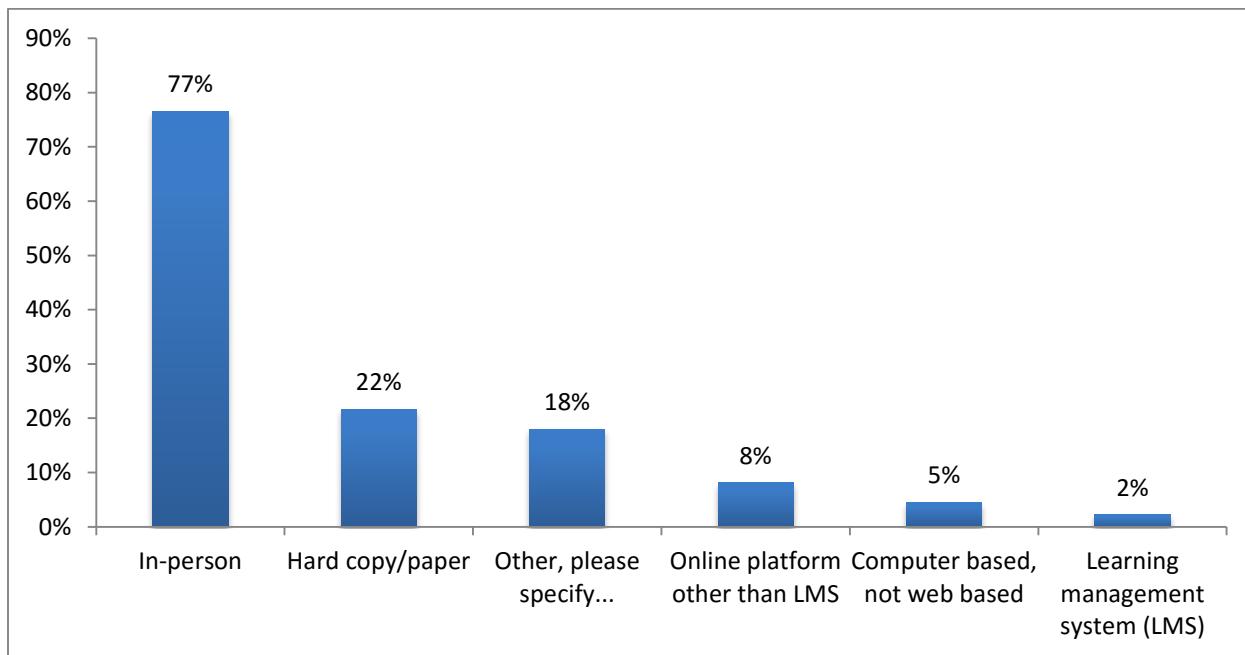


Figure 6: Position with primary responsibility for FERPA training by institution size

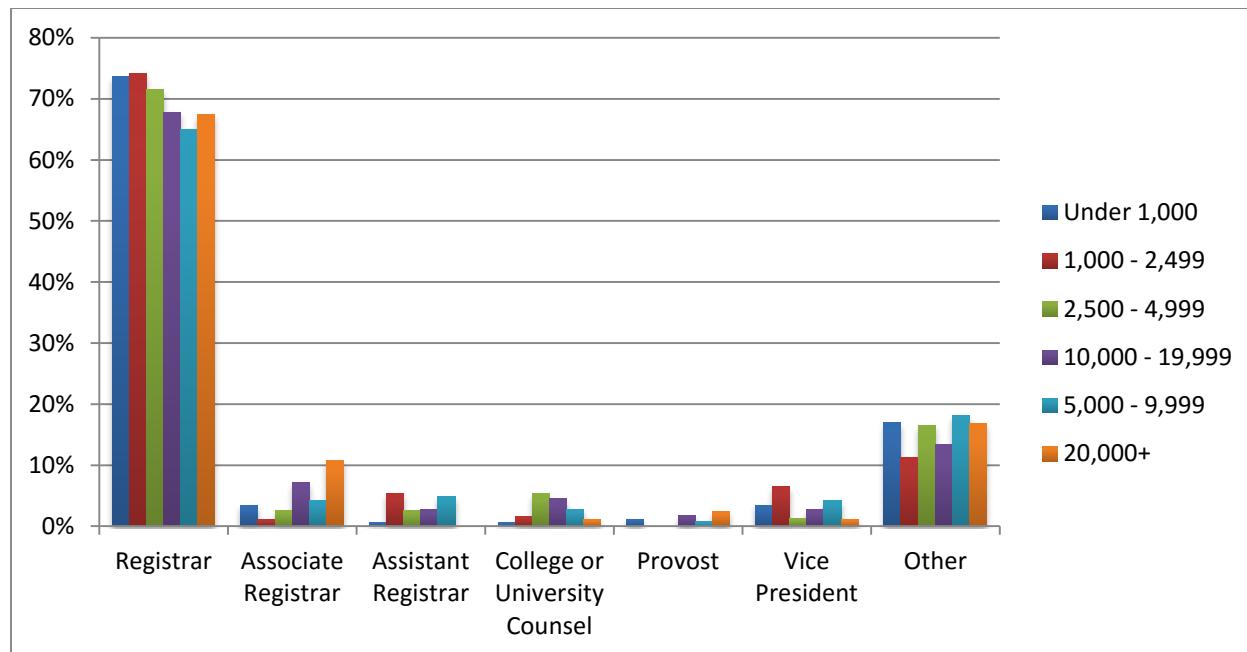
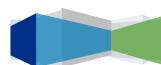


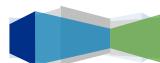
Table 1: Types of vice presidents responsible for FERPA training

Student Affairs
Student Life
Legal Affairs and Risk Management
Student Services
Academic Affairs
Student Services
Finance
Regulatory Affairs
Compliance
Students
Information Technology Services
Operations
Student Support Services
Institutional Effectiveness & Student Success
Enrollment Management
Human Resources



**Table 2: Select responses for “other” positions primarily responsible for FERPA training**

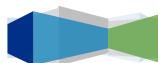
CIO
University Compliance Office
Collaboration with Registrar, HR, VP Employee Development
Registrar and HR Director
Human Resources
Student Affairs
Central IT
Registrar staff provides training materials, but individual offices are responsible for their own training.
Regulatory and Compliance at parent company for all institutions in the group
Our state system provides an online data privacy training that all employees need to complete.
Director of Judicial Affairs
Compliance
Registrar's office and legal services
Admissions/Registrar
University Privacy Office
Audit and Compliance Division
Legal
Dean of Student Services
Joint effort of General Counsel and University Registrar
Our District office created the tutorial for all staff at the community colleges
A member of the Regulatory team
Organizational learning institute
Regulatory Affairs
Employee Learning and Development Team
It varies depending on the population
Director of Admissions & Financial Aid
Executive Assistant to the President
FERPA Coordinator
A mix of HR (for faculty), College Administrators (for their hires), and the office of the Registrar (everyone else)
HR/IT
Department-specific.
University Archives
Registrar and academic affairs
Executive Director for Academic Affairs Compliance
Registrar in conjunction with the Imaging Department, as systems access is denied until training is completed
Dean of Admissions and Records
University Privacy Officer but much is done by the University Registrar
Dean of Students
Human Resources
Dean of Enrollment Services
Legal Affairs
Associate Vice Chancellor
School of Medicine Registrar
Coordinator of Student Records/Director of Enrollment Services
SIS Trainer
Director of Admissions and Records



Student Affairs (orientation), Registrar's Office (faculty/office/ongoing)
Departmental Directors
Human Resources
None
FOIP Coordinator
Vice Provost
Head of Data Governance
Vice Provost for Academic Affairs
Dean of Student Life
Dean of Student Services
Director of Records
Director of Academic Information Systems
Student Affairs; Faculty and Staff Dean
Registrar and Dean of Students
Dean
This responsibility is shared among our legal and compliance areas, registrar's office, new student orientation, and Human Resources for new hires
Corporate subject matter expert
Assistant VP for Student Affairs
Director of Admissions
On-boarding team
Records Coordinator

Table 3: Number of people trained on FERPA per year (n=831)

Number of employees	Percentage
None	9%
<250	62%
250-499	12%
500-749	6%
750-999	2%
1,000+	10%



## **Appendix A: AACRAO January 2016 60 Second Survey**

### **FERPA Training Practices and Interest in AACRAO Professional Development**

#### Current FERPA Training Practice

Is FERPA training required for all new hires who work with student records (faculty, staff, administrators, students)?

<input type="radio"/>	Yes
<input type="radio"/>	No

What population(s) of new employees are not required to complete FERPA training?

--

Does your institution require FERPA refresher training on a regular and recurring basis for all employees? (e.g., once a year, once every two years, etc.)

<input type="radio"/>	Yes
<input type="radio"/>	No

How is the training delivered?

Check all that apply,

<input type="checkbox"/>	In-person
<input type="checkbox"/>	Learning management system (LMS)
<input type="checkbox"/>	Online platform other than LMS
<input type="checkbox"/>	Computer based, not web based
<input type="checkbox"/>	Hard copy/paper
<input type="checkbox"/>	Other, please specify...

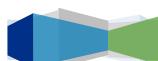
Do you provide FERPA training for parents?

<input type="radio"/>	Yes
<input type="radio"/>	No

How is the training delivered to parents?

Check all that apply.

<input type="checkbox"/>	In-person
<input type="checkbox"/>	Learning management system (LMS)
<input type="checkbox"/>	Online platform other than LMS
<input type="checkbox"/>	Computer based, not web based
<input type="checkbox"/>	Hard copy/paper
<input type="checkbox"/>	Other, please specify...



What position is primarily responsible for FERPA training at your institution?

<input type="radio"/>	Registrar
<input type="radio"/>	Vice President, please specify which one _____
<input type="radio"/>	College or University Counsel
<input type="radio"/>	Associate Registrar
<input type="radio"/>	Assistant Registrar
<input type="radio"/>	Provost
<input type="radio"/>	Other, please specify... _____

Level of Interest in proposed AACRAO FERPA Online Course

Do you see value in a short online training course on FERPA for your personnel?

<input type="radio"/>	Yes
<input type="radio"/>	No

Do you think that there is interest and budget for an AACRAO developed campus-wide online FERPA training?

<input type="radio"/>	Yes
<input type="radio"/>	No

Please elaborate on what might motivate your institution to license the use of this course?

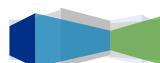
Would you prefer to host the training on your institution's computer network or learning management system? Or have it hosted on AACRAO's site?

<input type="radio"/>	Our system
<input type="radio"/>	AACRAO's system

How many people do you currently provide FERPA training for annually?

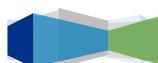
<input type="checkbox"/>	None
<input type="checkbox"/>	<250
<input type="checkbox"/>	250-499
<input type="checkbox"/>	500-749
<input type="checkbox"/>	750-999
<input type="checkbox"/>	1,000+

Please list any other computer based training topics that would be of use to you.

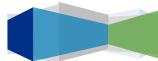


## Appendix B: Respondent Count by Country, State/Province

Country, State or Province	Count
Antigua and Barbuda	1
Canada	3
AB	1
MB	1
QC	1
Cote d'Ivoire	1
Egypt	1
Italy	1
United States	871
AK	4
AL	14
AR	11
AZ	10
CA	68
CO	25
CT	6
DC	9
DE	2
FL	27
GA	21
HI	2
IA	19
ID	7
IL	45
IN	17
KS	15
KY	10
LA	8
MA	29
MD	22
ME	6
MI	24
MN	19
MO	24
MS	4
MT	5
NC	20
ND	3



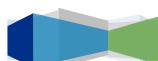
NE	8
NH	3
NJ	15
NM	9
NV	6
NY	60
OH	31
OK	10
OR	17
PA	61
PR	6
RI	3
SC	12
SD	5
TN	16
TX	49
UT	7
VA	25
VT	7
WA	19
WI	17
WV	9
<b>Grand Total</b>	<b>878</b>



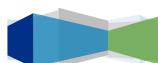
## Appendix C: Respondent Count by Institution Type, Size and Control

Row Labels	Count of Invite: control
Public	414
lower division only	152
Under 1,000	12
1,000 - 2,499	30
2,500 - 4,999	45
5,000 - 9,999	40
10,000 - 19,999	23
20,000+	2
undergraduate	26
Under 1,000	3
1,000 - 2,499	10
2,500 - 4,999	8
5,000 - 9,999	3
10,000 - 19,999	1
20,000+	1
undergraduate, graduate and/or professional	230
Under 1,000	1
1,000 - 2,499	11
2,500 - 4,999	22
5,000 - 9,999	61
10,000 - 19,999	63
20,000+	72
graduate and/or professional	6
Under 1,000	3
1,000 - 2,499	1
2,500 - 4,999	1
20,000+	1
Private, not-for-profit	422
lower division only	10
Under 1,000	10
undergraduate	74
Under 1,000	34
1,000 - 2,499	34
2,500 - 4,999	5
10,000 - 19,999	1

12



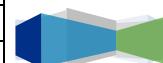
undergraduate, graduate and/or professional	301
Under 1,000	58
1,000 - 2,499	100
2,500 - 4,999	67
5,000 - 9,999	42
10,000 - 19,999	25
20,000+	9
<b>graduate and/or professional</b>	<b>36</b>
Under 1,000	31
1,000 - 2,499	3
2,500 - 4,999	2
<b>Other</b>	<b>1</b>
Under 1,000	1
<b>Private, proprietary</b>	<b>42</b>
<b>lower division only</b>	<b>8</b>
Under 1,000	6
2,500 - 4,999	2
<b>undergraduate</b>	<b>13</b>
Under 1,000	9
1,000 - 2,499	1
2,500 - 4,999	2
20,000+	1
<b>undergraduate, graduate and/or professional</b>	<b>18</b>
Under 1,000	9
1,000 - 2,499	4
10,000 - 19,999	4
20,000+	1
<b>graduate and/or professional</b>	<b>3</b>
Under 1,000	3
<b>Grand Total</b>	<b>878</b>



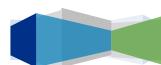
## Appendix D: Select responses to “What population(s) of new employees are not required to complete FERPA training.\*

\*raw data

Administrators, facilities personnel
Admissions
All
All - However we are in the process of working with our Human Resources department to require FERPA training before being granted access to student records.
All - some departments do train, but it's not required
All employees have training, but it not coordinated or tracked through the Registrar's Office.
All employees must sign a FERPA compliance form prior to being granted access to student records information.
All new employees receive the training before gaining access to Banner.
all new hires sign a document but no formal training occurs
All population of new employees are not currently required to complete training.
All populations do not require FERPA training. Working hard to change this but it is not currently a requirement. Individuals are given information on FERPA and are invited to attend non-mandatory training sessions but the training is not yet mandatory.
Almost everyone at the institution aside from Registrar's Office employees
Any
Any department that decides to not require it. Because it is not required of all new employees, it is up to the discretion of the supervisor as to whether or not an employee's take it.
Currently we are doing no FERPA training across the board, but training is done in separate offices, so it's not regulated.
Currently, faculty are not required unless they need access in an administrative capacity. We are working on developing a specific faculty FERPA training tool and policy in the coming year.
Custodial; business (though it should be required)
Custodians, facilities crew, Advancement, Admissions, Library (almost all administrative departments)
Depends on employees access needs
depends upon the office
Duke University is in the process of developing a FERPA training program.
Employees are hired on the basis that they are familiar and have had previous experience with FERPA.
Employees sign a form indicating that they are responsible for the privacy of student records.
Everyone right now.
Facilities, Front Desk, IT
Faculty
Faculty - 60%
Faculty (the Registrar's Office does not have access to faculty records)
Faculty and program office personnel
Faculty and some staff
Faculty are not *required* to complete FERPA training however we have an online module that pops-up when they login to their applications. I think most of them do.
Faculty business office
Faculty who only have access to their class list information
Faculty, but they do get training materials by email every semester.
Faculty, most staff outside of the Registrar's Office.
Faculty, staff and administrators
Faculty, staff, administrators



Faculty, staff, and administrators outside of the Office of the Registrar
Faculty, student workers - depends on office they work in.
Faculty, students, administrators outside Admissions and Registrar
FERPA is part of training for employees in the Registrar's office, but not in any other.
FERPA training is currently not required for any new hires, but there is interest in creating training and making it required for all who are given access to student records.
Formal training is not required of anyone on campus.
fulltime faculty, part time faculty, certain staff
It is required if getting system access to student records but if hiring anyone within an office with "access" in any other way, there is no way to enforce training.
Mandatory training not required for new employees unless they are accessing student information system.
Employees that do not work with student records are also not required to have training.
New employees sign a waiver that they understand FERPA and privacy, but training is not required.
New Faculty
New Faculty receive training but other new staff only receive a document on FERPA that they are to read.
No new hires are required to receive FERPA training
No one at the institution level is required; if you work in the Registrar's Office it is required.
No one except Registrar's Office staff is required. I do present periodically to faculty and I give a quarterly presentation to new staff.
No one is REQUIRED to complete training
No one is required, although they do have to sign a security agreement
No one is required; training is ad hoc
No requirement
None
None are required
None of them are required at this time
Not currently mandatory but soon will be
Only staff who work in the Office of Academic Affairs are trained as new hires. All other employees can be trained upon request.
Only those with SIS access
Outside of Student Services
part time staff and students
Registrar
Registrar's Office
Registrar's Office Staff
Registrar's office, but not any formal training as all hires have been registrar's elsewhere.
So far all employees are not required at the time of new employment
Staff
Staff and administrators
Staff not having access to student record information
Staff outside of academics
Staff who have no access to SIS (Banner) are not required to do FERPA training.
Staff, students
Staff. FERPA is covered in faculty and advisor training, but staff/administrator training is poor here.
Student workers
Student workers but each department should be doing their own
Students, faculty
Such training is 'catch as catch can' and is done by either the immediate supervisor OR by someone thought to be "up to date"



There are not exemptions, my understanding is that managers in each area train on an as needed basis.
There is no required training currently. That will be changing
They get an e-mail but not formal training. We hope to implement formal training within the year.
Those individuals outside of Admissions and Records and Enrollment Services
those not accessing student records
Those who do not have access to student information are not required to complete FERPA training (grounds, housekeeping, etc.) We do not REQUIRE FERPA training, but we do strongly encourage it.
Those who do not have access to student information system data. Most employees are trained, but it is not "required."
Thousands of employees at my institution handle student records and we have no mandatory FERPA training for them. We have printed resources and several times per year we run voluntary workshops.
Too many to mention
Training is currently not available. When available, all new employees will be required to complete the training.
Training is optional. Must sign confidentiality form to access student records in information system.
We are currently implementing this with the new HR Director as it was not welcomed before.
We are working on a process where all employees go through a training session yearly.
We currently don't have a FERPA training program.
We do not currently have a mandatory training requirement on campus
We do not have formal FERPA training, would love to.
We don't currently have this in place but understand that need to.
We don't offer it to anyone. I know that is a flaw that needs to be addressed with our new HR director when hired.
We have FERPA publications from AACRAO that we currently use. In the process of setting up FERPA training.
We have no formal "FERPA Training" per se, however all administrative users of our SIS systems receive one-on-one new user training which includes a FERPA component.
We have no formal regulation requiring it and no organized program to administer it, but we do conduct training on an as-needed basis when requested
We have no policy regarding FERPA training.
We provide FERPA training in a group format via schools meetings, department meetings, convocation, etc.

