TECHNICAL ASSISTANCE GUIDANCE 2022-2023SY

TRANSCRIPTS REQUEST FORM ON SCHOOL WEB SITES

Important Steps you must complete to set up your form and response notification:

1. Please locate and save your schools form link to your desktop for easy reference. To do so, open your link that you were sent, copy the address, right click on your desktop, select NEW, SHORTCUT, paste the web address in the box, then name the item Transcript Requests.

Location: Alumni may find your form under OUR SCHOOL, REGISTRAR

Instructions:

Simply direct alumni to complete the form and upload his/her/their ID (FERPA)

Process the request as you normally would verifying identity, and receipt for payment (as applicable)

Please refer to the outline below to set up your notifications.

2. Additionally, please familiarize yourself with the procedure for "who gets what" in terms of student records requests so that you are better able to refer requestors asking for certain types of information. There is no change to processing requests, just further clarification on who is handling requests at Knox when assistance is needed.

Feel free to ask questions or let us know if you have any issues using the new form.

3. Setting up notifications whenever someone completes the transcript request form on your website:

Step 1: Go to your Google form, click on RESPONSES at the top, then click on the green spreadsheet button
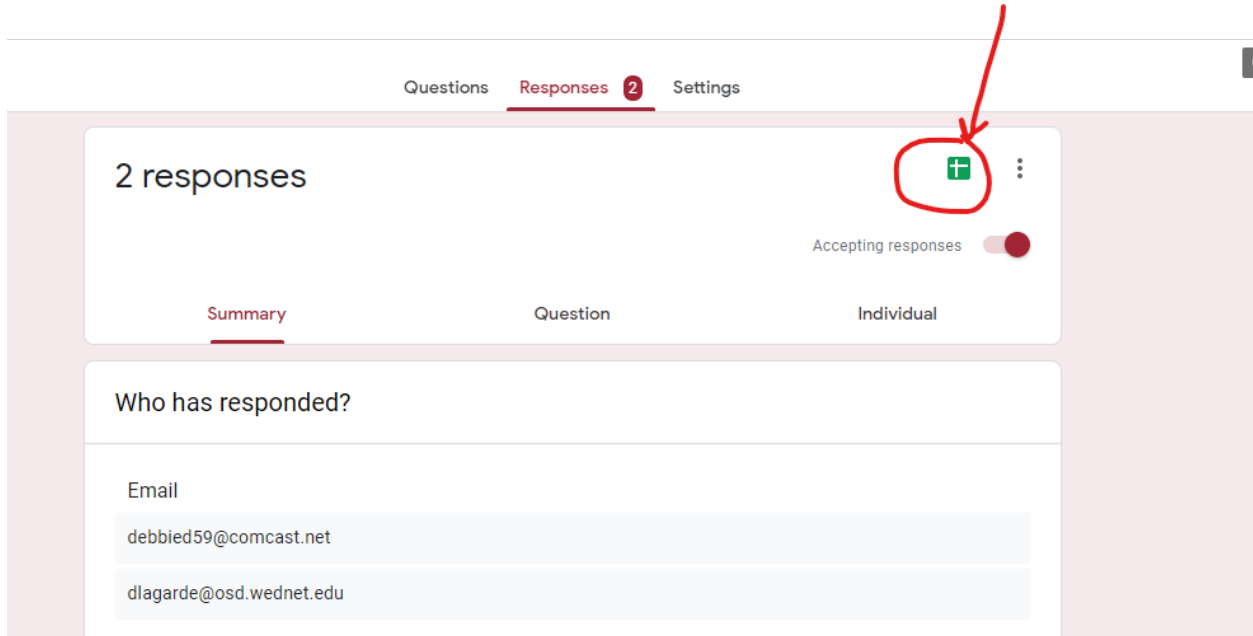
Step 2: In the spreadsheet where you can see the responses submitted, click on TOOLS, and in the drop down menu select NOTIFICATION RULES, then select the options shown "A User submits a form" and "Email right away" then click SAVE.

You will now receive an email every time an alumni requests a transcript from your website form. This also allows the Knox Records Staff to assist whenever you receive a request that you do not have access to. You will send us an email through the help-records@osd.wednet.edu ticketing system directing us to the specific line of the person in your spreadsheet that you need us to locate. This also allows us to assist during the summer with processing transcript requests seamlessly without any delay in customer service while registrars are out of the building or on vacation.

MANAGING RECORDS REQUESTS BY TYPE 2021-2022*

Reference purposes only to clarify existing processes

FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.
FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
    - School officials with legitimate educational interest;
    - Other schools to which a student is transferring;
    - Specified officials for audit or evaluation purposes;
    - Appropriate parties in connection with financial aid to a student;
    - Organizations conducting certain studies for or on behalf of the school;
    - Accrediting organizations;
    - To comply with a judicial order or lawfully issued subpoena;
    - Appropriate officials in cases of health and safety emergencies; and
    - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA.

OFFICIAL TRANSCRIPTS:
Official transcripts are signed and in a sealed envelope. These will be mailed or may be sent electronically directly to institutions, or to the requestor, once payment has been verified by our business office. $5.00 fee per request

1. To process an official transcript, select the student and verify DOB and ID match the request form. Information should be searched in Skyward for current or recent students, and older records may require contacting the District Vital Records Office for assistance.

2. Email a link (Skyward or Naviance), upload to secure college website (WSU) or mail the official transcript once you have signed, digitally signed, and stamped the signature line on the transcript. You may do this digitally or by printing out and uploading.

3. Save any requests in writing for records in the student's Docuphase Student Transcript profile if they did not come through Google Transcript Request Form.

UNOFFICIAL TRANSCRIPTS:
Unofficial transcripts do not have a signature and are not in a sealed envelope. They will be stamped UNOFFICIAL. These will be sent electronically and a valid email is required in order to process your request.

1. To process an unofficial transcript, select the student and verify DOB and ID match the request form. Information should be searched in Skyward for current or recent students, and older records may require contacting the District Vital Records Office for assistance.

2. Email or mail the unofficial transcript once you have marked through the signature line digitally or by hand with the statement UNOFFICIAL COPY first.

3. Save any requests in writing for records in the student's Docuphase Student Transcript profile if they did not come through Google Transcript Request Form.

STUDENT TRANSCRIPTS AND ACADEMIC HISTORY VERIFICATIONS-CURRENT STUDENTS

REQUIRES: Verification of identity and DOB and may also require written release of information form for 3rd party requestors other than public schools

PROCEDURE:

-Must contact school registrars first; may contact district Records **if** registrar is on leave for more than 5 consecutive business days (Summer break)This follows our process of 3-5 business days to respond to transcript requests.

-Will use **Naviance** for current students to access transcripts; after October 1, they become alumni

-Fee is waived for current students, fee for alumni is $5.00 for official, no charge for unofficial and requires requestor to pay and obtain a receipt number to include in the request

*subject to change in the future

STUDENT TRANSCRIPTS AND ACADEMIC HISTORY VERIFICATIONS-ALUMNI & OTHER 3rd PARTIES

REQUIRES: Verification of identity and DOB and a written release of information form for 3rd party requestors other than in-district schools; Alumni requests will verify release of information in the Google Form and upload their IDs. All other 3rd parties not excluded from prior consent in FERPA must submit a signed release form from the alumni member or student authorizing release of information.

Includes: Alumni, Employers, 3rd party requests from institutions to verify academic history

-Must contact registrar at high schools or individual schools first, if record is not accessible, refer to district Records Office using the form link for transcript/academic history requests-simply provide requestor with the link to the Google Form, we will include a carbon copy of our reply once processed.

-The fee for alumni official transcripts is $5* each and the receipt number must be included on the request; fee is waived for current students and there is no charge for unofficial transcripts; Requests processed by Knox Records & Archives will require verification of payment through Business Services.

*subject to change in the future

Contact Vital Records if the student has graduated and has been gone from the district for more than a year if you no longer have access at the site level to the record.

REQUESTS FOR STUDENT RECORDS FOR SPED STUDENTS & ALUMNI

REQUIRES: Verification of identity and DOB, and contact directly with SPED staff at Knox or designated school staff member from department and should be documented in student profile in Treeno (Records after 2009 are housed in IEP online)

Records are kept for 6 years after program completion or denial of eligibility or they graduate, or leave the district and parent/guardian has been notified of records disposition intent.

REQUESTS FOR (ANY AND ALL) STUDENT RECORDS FOR AN ALUMNI OR SPECIFIC RECORDS REQUESTS BY A THIRD PARTY, LEGAL PARTY, EMPLOYEE OR AN INDIVIDUAL FOR ANY OTHER PURPOSE

REQUIRES: Verification of identity and DOB, and direct contact with Public Disclosure Officer at OSD, Diana Crawford. Transcript requests should go through the School first and schools will contact District Records if they do not have access to them.

The Public Records Officer will determine what the scope of the request involves and what items we can produce for the request by contacting individual departments/schools for records, as permissible within the scope of public records requests and the law. Comprehensive requests may require involvement of multiple employees and systems since we house items in different platforms and locations. (SKYWARD, TREENO, PAPER BASED, SITE BASED, ETC.) There is a fee for public record requests (based on copies, per page) payable before records will be released. Payment will be made at the Knox Reception Desk.