

Advising for Student Success Seminar Series
'Communicating with Your Student'
March, 2012

General topics discussed: Professional advising staff often face vexing student confidentiality issues. This seminar will address the most frequently seen issues related to confidentiality and the Family Educational Rights and Privacy Act (FERPA), and its application at Ferris. This seminar will provide you with applied information that will address your student confidentiality concerns, and **help you** help your students move towards academic success.

Seminar Objective: Advisor-participants will understand applied principles with regard to FERPA and communicating with their student advisees, and where to go for assistance with FERPA issues.

1. FERPA's impact on advisor communications with students
 - a. Terminology and definitions you need to know
 - b. Ferris FERPA resources
 - c. Scenarios and roundtable discussions (excludes electronic media scenarios)
 - d. Large group scenario discussion
 - e. Summary and facts round-up

2. Advisor communications in electronic media (co-lead with Elise Gramza)
 - a. Most commonly seen issues
 - b. Electronic scenarios for roundtable discussion
 - c. Large group scenario discussion
 - d. Summary and facts-round up

3. Summary and recap
 - a. Additional Ferris resources to support faculty and staff
 - b. Questions?

Deliverables—Participants will respond to the following questions:

1. Cite one example of a FERPA problem you can recall prior to this training, and describe how you might approach the same FERPA problem **now** with your knowledge from this workshop.
2. Explain under which circumstances you may release student information to other faculty and staff, and given the circumstances, how much information you may release.
3. Explain how FERPA is 'permissive' (versus mandatory) as it relates to releasing information to parents and family members.
4. Describe some of the pitfalls of using student **personal** email accounts, and describe an example of a confidentiality issue you've had in the past with a student and their personal email account.