

MCCLELLAND LAW FIRM

RECEIVED
JUN 16 2014
BY: _____

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

June 13, 2014

VIA CERTIFIED MAIL
Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

Re: Complaint Under the Family Educational Rights and Privacy Act ("FERPA")
(b)(6); (b)(7)(C)
File No. 13-074

To Whom It May Concern:

Enclosed please find the original and one copy of a Family Educational Rights and Privacy Act ("FERPA") Complaint Form verified by our clients, (b)(6); (b)(7)(C)
(b)(6); (b)(7)(C)

We ask that you retain the original Complaint for your records and file stamp the additional copy for return to our offices in the self-addressed envelope. Please annotate your file on this Complaint to reflect our representation of the Smiths.

We respectfully request that the Family Policy Compliance Office ("FPCO") complete the investigation of this Complaint.

Your cooperation and assistance is appreciated. If you have any question or comment regarding this correspondence or the enclosure, please do not hesitate to contact the undersigned at your earliest convenience.

Very truly yours,

MCCLELLAND LAW FIRM

A Pr (b)(6); (b)(7)(C)

By: _____

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

FAMILY EDUCATIONAL AND PRIVACY ACT ("FERPA")

COMPLAINT FORM

1. Name and address of parent or eligible student filing complaint ("Complainant"):

(b)(6); (b)(7)(C)

2. Complainant's daytime telephone number:

(b)(6); (b)(7)(C) (counsel)

3. Name and age of student whose education records are subject of this complaint:

(b)(6); (b)(7)(C)

4. Name of educational agency or institution (include name of specific school district, State educational agency, or post-secondary institution that is the subject of the complaint):

(b)(6); (b)(7)(C)

5. Name, title, address, and telephone number of chief school officer (superintendent of district, president of university):

(b)(6); (b)(7)(C)

President/Superintendent

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) Missouri (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

6. Names and titles of school officials involved in complaint:

(b)(6); (b)(7)(C) President/Superintendent

7. If you have been denied access to education records: Provide the specific nature of the records, the date on which you requested access, the name of the official to whom you made the request, and any responses received.

On March 18, 2014, (b)(6); (b)(7)(C) and her parents asked (b)(6); (b)(7)(C) (through its legal counsel) for a copy of her educational records, including but not limited to admission records, academic records, transcripts, financial aid records, disciplinary records, student conduct records, billing records, and/or any records relating to her withdrawal from (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) letter is attached to this complaint. (b)(6); (b)(7)(C) received no response to her request.

On May 20, 2014, over 60 days later, (b)(6); (b)(7) and her parents reminded (b)(6); (b)(7)(C) (through its legal counsel) of their prior written request for her educational records on March 18, 2014. (b)(6); (b)(7)(C) letter is attached to this complaint. (b)(6); (b)(7)(C) confirmed that she had not received any response from (b)(6); (b)(7)(C) with respect to her request. Ms. (b)(6); (b) asked that (b)(6); (b)(7)(C) respond or provide the requested educational records by May 23, 2014.

As of the date of this Complaint, (b)(6); (b)(7)(C) has not responded to her request.

8. Describe briefly what steps you have taken, if any, to resolve your complaints with school officials and their response, if any:

See Response to Question #7, above.

- 9. Complainant's signature
Complainant's signature
Complainant's signature

(b)(6); (b)(7)(C)

Date: 6-12-14
Date: 6-12-14
Date: 6/12/14

COMPLAINT UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

September 23, 2014

TO: Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 20202-4605



RE: School In Violation Of FERPA

I hereby lodge an official complaint against the School District of Gaston County, North Carolina on behalf of (b)(6); (b)(7)(C) who attends (b)(6); (b)(7)(C) for what I believe to be:

- Inappropriate maintenance of records/content
- A violation of the Family Educational Rights and Privacy Act of 1974.

The nature of the complaint is as checked:

[] Challenge to Record or Content

- Inaccurate
- Misleading
- Incomplete
- Inappropriate

Record challenged may be identified as:

Title: Lunchroom Video Clips (b)(6); (b)(7)(C) School Surveillance Cameras on May 5, 2014 and May 6, 2014.

Date: First Written Request June 21, 2014

Person responsible for Entry or person currently maintaining record: (b)(6); (b)(7)(C) School or Gaston County Schools

Date challenged content discovered: May 9, 2014

[] Alleged Violations of Act or Regulations

- Failure to provide notification of all rights (totally or in needed language)
- Failure to publish local access and hearing procedures
- Inappropriate person(s) grant denied access
- Failure to provide interpretation assistance as requested

- Failure to provide requested hearing
- Failure to provide uninvolved hearing officer
- Failure of hearing officer to provide written opinion within reasonable time
- Inappropriate sharing of confidential information
- Other: Deleting video clips that were used in an investigation into a complaint of neglect and abuse of a student by a teacher and 2 teacher aides.

Date of Violation:

Date Violation Discovered if different from above: Principal claims that he deleted them in a meeting with us on August 7, 2014. Audio of meeting included.

Other Relevant Information:

On May 8, 2014 I made a complaint principal of (b)(6); (b)(7)(C) School, (b)(6); (b)(7)(C) against my daughter's teacher and the two aides that assist in the classroom. These ladies were neglecting, therefore abusing my daughter by not feeding her. I provided (b)(6); (b)(7) and (b)(6); (b)(7)(C) a member of the Gaston County School Board with a copy of the audio recording that lead me to file my complaint. I made a request to view the video from the lunchroom from May 5, 2014 and May 6, 2014 and (b)(6); (b)(7)(C) pulled the clips from all four meals. He, (b)(6); (b)(7)(C) from the DEC, and myself watched the video clips on May 9, 2014. These clips confirmed what I had suspected, that (b)(6); (b)(7) was not being fed. I have an audio recording of this meeting to ensure that claims can be verified, even if the video clips are truly gone.

Before even watching the video clips, (b)(6); (b)(7)(C) informed me that should these video clips show anything at all, I would be required to get a court order in order to obtain a copy.

On June 21, 2014, I made a written request for copies of (b)(6); (b)(7) education record including the video clips. I received most everything except the video clips. I was told verbally that these clips had been deleted. I explained that I needed their explanation in writing and got no response.

During a meeting with the principal, (b)(6); (b)(7)(C) the Director of the DEC, (b)(6); (b)(7)(C) and the (b)(6); (b)(7)(C) (b)(6); (b)(7) (b)(6); (b)(7)(C) on August 7, 2014, I hand delivered another written request for copies of these video clips. At this time, (b)(6); (b)(7)(C) said that he had deleted these video clips and that he wasn't aware of any law that required him to retain them. I told him at that time that I would like his response in writing. In this meeting, I asked Mr. (b)(6); (b) if my complaint had been investigated. He said that it had. I asked if he had used the video clips as part of his investigation. He said that he had seriously investigated the incident and had indeed used the video clips as part of his investigation into the neglect and abuse allegation brought by myself and my husband. I explained that if these video clips had been used in the investigation of a complaint that they should have been retained as a part of my

child's education record and again this was shrugged off. This meeting was also audio recorded. I have enclosed a copy of the audio from this meeting.

After receiving no response from my August 7, 2014 written and verbal request, I made another request for their denial and reason for denial to (b)(6); (b)(7)(C) (b)(6); (b)(6); (b)(7)(C) on August 25, 2014, informing her that it was only 10 days from the allowed 45 days under FERPA and received the enclosed response. On August 28, 2014, I received a copy of a letter from (b)(6); (b)(7)(C) Interim Chief Communication Officer, dated JUNE 16, 2014, that I received in response to a request for public information and not the video clips that were used in the investigation into our complaints.

When asked to provide a copy of the incident report filled out in May, (b)(6); (b)(7)(C) informed me that no such report was ever filled out. Regina, with the US Dept. Of Education does not understand how an investigation was conducted if no incident was ever filed. On September 23, 2014, I attempted to have an incident filled out and filed with (b)(6); (b)(7)(C) Principal, (b)(6); (b)(7)(C) School and he told me that I would have to contact the school's attorney, Ms. (b)(6); (b)(7)(C)

I have made a written request twice for the procedure to file a complaint against (b)(6); (b)(7)(C) (b)(6); (b) for failing to fill out an incident report and Gaston County Schools administration refuses to cooperate, therefore, I have moved to the state level and the NC Office of Public Instruction.

With Kind Regards,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Enclosures: 4

cc: Mr. Jeffrey Booker, Superintendent
Gaston County Schools
943 Osceola Street
Gastonia, North Carolina 28052

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) Associate General Counsel

(b)(6); (b)(7)(C)

RECEIVED
MAY 30 2014
BY: _____

RE: No. 13-CV-04153
United States District Court, Northern District of Illinois, Eastern Division
Bankruptcy Court No. 12-05082
Adversary Proceeding No. 12-01265
(b)(6); (b)(7)(C) Debtor/Plaintiff v.
U.S. Department Of Education, The School Of The Art Institute, Defendants

Dear (b)(6); (b)(7)(C)

I am not requesting a formal hearing per FERPA 'to challenge the substantive decision of the School (b)(6); (b)(7)(C) not to award [me] a M.A. degree in Arts Administration in 1996', but to correct the record of my transcript, which shows that I did not complete the courses Thesis Tutorial and 'Landscape Ptng & Ideology Of Mod' in Fall 1995, and Arts Administration Modules in Spring 1996.

I did complete these courses, and met with (b)(6); (b)(7)(C) while the Arts Administration Modules course was still ongoing to address the issue of then head of the department, (b)(6); (b)(7)(C) having forced (b)(6); (b)(7)(C) to withdraw as my thesis advisor, and complaints students in Arts Administration had about (b)(6); (b)(7)(C) It was agreed that (b)(6); (b)(7)(C) then director at (b)(6); (b)(7)(C) would become my thesis advisor, and I did timely complete my thesis and sent it to him.

The last time I looked online, (b)(6); (b)(7)(C) was still at (b)(6); (b)(7)(C) as was (b)(6); (b)(7)(C) teacher of the (b)(6); (b)(7)(C) class, who thought so highly of me that he wrote a recommendation for me to the Ph.D. program in Chinese Studies at the University of Chicago. I certainly completed that class. I had completed Thesis Tutorial with (b)(6); (b)(7)(C) and she gave me credit for the independent study part of my tour to China with New York University in Summer 1996 (credit for which does not appear on my transcript) before (b)(6); (b)(7)(C) forced her to withdraw as my advisor. Such unethical behavior on the part of (b)(6); (b)(7)(C) presumably caused her to withdraw from teaching in the Arts Administration program altogether.

I can produce affidavits from (b)(6); (b)(7)(C) Visual Arts Librarian at Harold Washington Library with whom I did an internship while in the Arts Administration program; (b)(6); (b)(7)(C) who writes for the Reader; and the Chicago Historical Society that my thesis was completed timely and is a valuable resource. If a formal hearing does not result in the record being corrected to show that all this course work was completed, I have the right to place these affidavits in the file. I can find (b)(6); (b)(7)(C) and (b)(6); (b)(7)(C) and get statements or affidavits from them and from (b)(6); (b)(7)(C) that I completed the course work. The teachers of Arts Administration Modules will also remember me, since I did such high quality work, and I can find them to get statements or affidavits.

It will then be up to (b)(6); (b)(7)(C) to explain why, having done all the work toward the degree, I was not awarded the M.A. degree in Arts Administration.

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

June 18, 2014

RECEIVED
BY: _____

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington D.C. 20202

To Whom It May Concern:

I want to lodge a complaint concerning FERPA: the institutions involved are (b)(6); (b)(6); (b)(7)(C) (b)(6); (b)(6); (b)(7) and the (b)(6); chancellor's office.

I was attending (b)(6); (b)(7)(C) NY. In the Spring 2014 semester I tried to transfer to (b)(6); (b)(6); (b)(7) (b)(6); (b)(6); (b)(7) was making it very difficult for me to get my transfer credits evaluated and even tell me if I was accepted into the major I applied for. They accepted me into the (b)(6); (b)(6); (b)(7) but said I was "provisionally accepted" into their media dept. and wouldn't evaluate my credits so I could register for relevant classes in the fall.

I was very frustrated after a month of calling and e-mailing (b)(6); (b)(7) and I called the (b)(6); Chancellor's office. Roughly about the same time a student at (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) took my homework off a professor's desk and tried to intimidate me after I said something to the professor.

(b)(6); (b)(6); said they resolved the incident, but I continued to be harassed by several students, and I requested the Campus Security Log as a FOIL request. (b)(6); (b)(7) didn't respond within the allotted time, and I escalated the FOIL request to the (b)(6); Chancellor's Office with the subject line: "FOIL Security Log for April 8, 2014."

On May 7, 2014, I received an e-mail from (b)(6); (b)(7)(C) at SUNY (b)(6); (b)(7) with the subject line: "RE: FOIL Security Log for April 8, 2014". (b)(6); (b)(7)(C) cc'ed (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) (b)(6); (b)(7) Admissions director), and (b)(6); (b)(7)(C). I never shared that information with anyone at (b)(6); (b)(6); (b)(7)

Further, I never gave consent for anyone at (b)(6); or the Chancellor's office to share information regarding my being bullied at (b)(6); with any schools I was transferring to.

There are a number of people at (b)(6); (b)(7)(C) that knew about me being bullied, including: Dean (b)(6); (b)(7)(C) Dean of Arts and Humanities), (b)(6); (b)(7)(C) Judicial Affairs), Prof. (b)(6); (b)(7)(C) TV Production 2 Professor), among others.

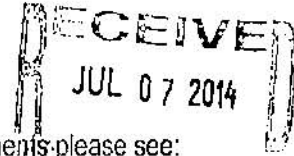
Please call me at (b)(6); (b)(7)(C) if there is anything else I can do. Thank you.

Sincerely,

(b)(6); (b)(7)(C)

6/30/14

07142233 is my case number for OCR



For my appellate memorandum and verdict decision, judicial code, and other documents, please see:

(b)(6); (b)(7)(C)

To: Family Policy Compliance Office, U.S. Department of Education

CC: U.S. Secretary of Education Arne Duncan

FROM: (b)(6); (b)(7)(C) complainant

RE: COMPLAINT AGAINST (b)(6); (b)(7)(C) ST. LOUIS

Dear Sir or Madam:

I am writing to file a complaint against (b)(6); (b)(7)(C) St. Louis (b)(6); (b)(7)(C) for noncompliance and breach of my FERPA rights, as I ought to be protected your prevailing statute. According to the Family Education Rights and Privacy Act (b) (1) & (2),

"Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record.

(34 CFR § 99.31): (b)

Release of education records; parental consent requirement; exceptions; compliance with judicial orders and subpoenas; audit and evaluation of federally-supported education programs; recordkeeping (1) No funds shall be made available under any applicable program to any educational agency or institution which has a policy or practice of permitting the release of education records (or personally identifiable information contained therein other than directory information, as defined in paragraph (5) of subsection (a) of this section) of students without the written consent of their parents to any individual, agency, or organization, other than to the following"

— Application: The administration released my educational and disciplinary records without my consent.

"Nothing in this section shall prohibit an educational agency or institution from— (1) including appropriate information in the education record of any student concerning disciplinary action taken against such student for conduct that posed a significant risk to the safety or well-being of that student, other students, or other members of the school community; or (2) disclosing such information to teachers and school officials, including teachers and school officials in other schools, who have legitimate educational interests in the behavior of the student."

Application: The Exceptions do not apply in my case.

My conduct has not posed a significant risk to the safety or wellbeing of myself or others; and the unauthorized disclosures I am disputing are not those that were transmitted or notified to teachers or school officials with legitimate educational interests in my behavior. Instead, unauthorized disclosures made to residential directors, student residential advisors, and private off-campus affiliated Jewish student group, among other student union organizations—who do not meet these exceptions of (1) or (2).

“(b)(2) No funds shall be made available under any applicable program to any educational agency or institution which has a policy or practice of releasing, or providing access to, any personally identifiable information in education records other than directory information, or as is permitted under paragraph (1) of this subsection, unless— (A) there is written consent from the student’s parents specifying records to be released, the reasons for such release, and to whom, and with a copy of the records to be released to the student’s parents and the student if desired by the parents, or (B) except as provided in paragraph (1)(J), such information is furnished in compliance with judicial order, or pursuant to any lawfully issued subpoena, upon condition that parents and the students are notified of all such orders or subpoenas in advance of the compliance therewith by the educational institution or agency, except when a parent is a party to a court proceeding involving child abuse and neglect (as defined in section 3 of the Child Abuse Prevention and Treatment Act (42 U.S.C. 5101 note)) or dependency matters, and the order is issued in the context of that proceeding, additional notice to the parent by the educational agency or institution is not required.”

- Application: (b)(6); (b)(7)(C) practice of releasing and providing access to my educational and disciplinary records were conducted against me and without my prior authorization, and the exceptions do not apply—I have even taken the liberty of opting out of the student directory yet my records were still disclosed.

1. Applicability: Although (b)(6); (b)(7)(C) is a private university, they are a recipient of grants or funding from the federal government through your agency--the Department of Education

2. The administration at (b)(6); (b)(7)(C) has violated FERPA by disclosing and exchanging my disciplinary records and demographic information (even after I opted out of the directory), to various staffers, students, administrators, departments, and organizations on and off campus, without my prior authorization and explicit consent.

3. Additionally, I have been blacklisted from student groups and programming, barred from participating, including the Jewish Student Union, this in turn has resulted in Hillel when my disciplinary and demographic records were released to them by (b)(6); (b)(7)(C) a flagrant violation of my FERPA rights.

4. Moreover, the administration has placed me on the residential and administrative radar, orally or visually disclosing my records without prior authorization, even considering my opt out of the directory. Specific Examples of when (b)(6); (b)(7)(C) disclosed my records

5. When I was issued a citations letter in September 2014, they went ahead and put me on an administrative and residential radar, disclosing my student status and disciplinary sanctions/records to other members of the administration, and staffers including Residential Advisors and Residential College Directors

6. Throughout the fall semester leading into the spring semester, I was blacklisted; offices and student groups were notified of my disciplinary restrictions and student status, including (b)(6); extracurricular clubs, organizations, clubs, and even (b)(6);

7. Confidentiality: Contrary to 34 CFR 303.402, The Administration has breached its confidentiality of my educational, demographic, and disciplinary records, by disclosing to others against my consent and authorization.

8. Finally, it is important to note, that through incidences arising under the administration's violations of FERPA, due process deprivations, and as a retaliation to my first amendment right to freedom of speech I have been sanctioned, charged, and facing expulsion-pending appeal. However, but for these flagrant violations, I would never have reached the point of termination that I now am facing.

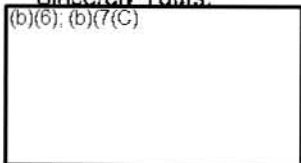
9. My civil rights have been violated---due process deprivations, discrimination on account of disability and age, retaliation of my first amendment rights to freedoms of speech, expression, and thought; moreover, I was denied some reasonable adequate accommodations during the school year such as tutoring, mentoring/guidance counseling, and writing center access. Moreover, my learning disability was barred as a defense during the hearing; was not given enough adequate reasonable accommodations for the pre-hearings and hearings these violations raise systemic issues that may affect a large number of people with disabilities. This is obvious when the university refuses to work with students who have learning disabilities by approving their request for reasonable accommodations. These would have help with the students' success and acclimation but the administration denies them the appropriate support and instead imposes harsh sanctions, charges, and disciplines. When a student gets in trouble, even after denying the accommodations, it is not right---moreover, disability was barred as a defense for the trial even when it may be linked as a proximate cause to explain the nature of the incidences.

I therefore respectfully request and ask that your office to take any necessary and appropriate measures to get me reinstated at the university, including initiating a lawsuit and/or providing me with legal counsel for representation in the appellate process and/or any further measures.

Should you need more information, for comments, questions, or updates, feel free to reach me by email or phone. Thank you for your help, consideration and moral support.

Sincerely Yours,

(b)(6); (b)(7)(C)



MCCLELLAND LAW FIRM

RECEIVED
BY: _____

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

June 12, 2014

VIA CERTIFIED MAIL

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

Re: *Complaint Under the Family Educational Rights and Privacy Act ("FERPA")*

(b)(6); (b)(7)(C)

File No. 13-052

To Whom It May Concern:

Enclosed please find the original and one copy of a Family Educational Rights and Privacy Act ("FERPA") Complaint Form verified by our client, (b)(6); (b)(7)(C) against (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

We ask that you retain the original Complaint for your records and file stamp the additional copy for return to our offices in the self-addressed envelope. Please annotate your file on this Complaint to reflect our representation of (b)(6); (b)(7)(C)

We respectfully request that the Family Policy Compliance Office ("FPCO") complete the investigation of this Complaint.

Your cooperation and assistance is appreciated. If you have any question or comment regarding this correspondence or the enclosure, please do not hesitate to contact the undersigned at your earliest convenience.

Very truly yours,

MCCLELLAND LAW FIRM
A Professional Corporation

By: (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Enclosure

FAMILY EDUCATIONAL AND PRIVACY ACT ("FERPA")

COMPLAINT FORM

1. **Name and address of parent or eligible student filing complaint ("Complainant"):**

(b)(6); (b)(7)(C)

2. **Complainant's daytime telephone number:**

(b)(6); (b)(7)(C)

(counsel)

3. **Name and age of student whose education records are subject of this complaint:**

(b)(6); (b)(7)(C)

4. **Name of educational agency or institution (include name of specific school district, State educational agency, or post-secondary institution that is the subject of the complaint):**

(b)(6); (b)(7)(C)

5. **Name, title, address, and telephone number of chief school officer (superintendent of district, president of university):**

(b)(6); (b)(7)(C)

President/Superintendent

(b)(6); (b)(7)(C)

6. **Names and titles of school officials involved in complaint:**

(b)(6); (b)(7)(C) _____ President/Superintendent

7. ***If you have been denied access to education records: Provide the specific nature of the records, the date on which you requested access, the name of the official to whom you made the request, and any responses received.***

On March 18, 2014, (b)(6); (b)(7)(C) and her guardians asked (b)(6); (b)(7)(C) (through its legal counsel) for a copy of her educational records, including but not limited to admission records, academic records, transcripts, financial aid records, disciplinary records, student conduct records, billing records, and/or any records relating to her withdrawal from (b)(6); (b)(7)(C) letter is attached to this complaint. (b)(6); (b)(7)(C) received no response to her request.

On May 20, 2014, over 60 days later, (b)(6); (b)(7)(C) and her guardians reminded (b)(6); (b)(7)(C) (through its legal counsel) of their prior written request for her educational records on March 18, 2014. (b)(6); (b)(7)(C) letter is attached to this complaint. (b)(6); (b)(7)(C) confirmed that she had not received any response from (b)(6); (b)(7)(C) with respect to her request. Ms. (b)(6); (b)(7)(C) asked that (b)(6); (b)(7)(C) respond or provide the requested educational records by May 23, 2014.

As of the date of this Complaint, (b)(6); (b)(7)(C) has not responded to her request.

8. **Describe briefly what steps you have taken, if any, to resolve your complaints with school officials and their response, if any:**

See Response to Question #7, above.

9. **Complainant's signature**

(b)(6); (b)(7)(C) _____

Date: _____

May 8, 2014

Family Policy and Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington D.C., 20202-8520



RE: FERPA Violation
Education Records of Isaac Roberts IV
Knowledge is (b)(6); (b)(7)(C) (b)(6); (b)(7)(C)
Recovery School District

Dear Secretary of Education:

We are the parents of (b)(6); (b)(7)(C) who attended sixth grade during the first and second semesters of this academic school year at the Knowledge is (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) of the Recovery School District. On February 26, 2014 and March 14, 2014, we requested the ability to view our child's education records. We placed the request in writing. (Please see the attached documents). It is May 12, 2014. To date, the school has not complied with our request of the education records but has only provided copies of their schools constructed tools and submitted one response letter that does not address our educational records request. More than 45 days permitted by 34 C.F.R Ss34 C.F.R. §99.10(b) have elapsed. To add, we have been told by (b)(6); (b)(7)(C) social studies teacher, that she has destroyed documents relative to grading. With this in mind, we are filing this written complaint against the Knowledge is (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) of the Recovery School District. We are requesting your support in helping us obtain access to our child's academic educational records.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6), (b)(7)(C)

RECEIVED
MAY 19 2014
BY:.....

Family Policy Complaints of US Dept of Education

400 Maryland Ave. SW

Washington D.C. 20202-5920

(b)(6), (b)(7)(C)

Superintendent LeAnn Chase

Fax 715-824-7177

Principal (b)(6), (b)(7)(C)

Special Ed office (b)(6), (b)(7)(C)

Student (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Date 5-14-2014

To US Dept of Education,

I have requested to see copies of test for (b)(6) back in January 2014 and before and then again in this date and they tests are not provided. The Biology teacher does provide the blank tests that are not filled out however I had requested to see (b)(6) test after he takes it. They would need to make a copy of it after it is corrected. (b)(6) is almost 16 and he usually does not always allow me to review his tests. They write on them and then correct them after taking tests. I had requested to review tests so that I can review and if (b)(6) is struggling in part of the test. I can see if it is related to spelling or matching or whatever he does good or doesn't do good. I will need to get a copy of it.

(b)(6) has a need for building vocabulary. Biology has very many unfamiliar complex words. I spoke to (b)(6), (b)(7)(C) and she stated that Biology does have a lot of more complex words then some of the other subjects in school.

I have repeatedly requested tests from the Principal (b)(6) with emails and on May 1st at parents teacher conference the tests from biology copies of them were received but this was after my son went from a D in 3rd quarter to a F in 4th quarter.

The History teacher (b)(6); (b)(7) was to provide tests also but he at time of May 1st 2014 meeting had provided no tests except the first one of the semester.

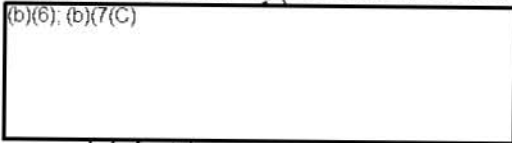
The Math teacher for 3rd quarter did get the tests in the end of 3rd quarter. I marked over the tests to please keep in the file in the office and they took them. The 4th quarter teacher was different and I have seen no tests yet to this date.

The lack of access to the tests has not allowed me to find out why my son was failing in the Biology class. This is unacceptable.

I have a right to review my sons tests and the principal is not providing copy of tests my sons actually takes. He did as a stated above have the biology teacher provide copy of untaken test for biology.

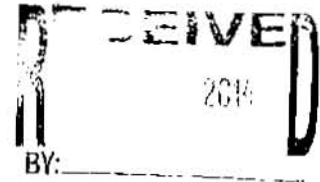
Please write a letter and investigate this school for lack of compliance with fed law related to access to information of his tests in a timely manner of my sons public education.

(b)(6); (b)(7)(C)



7/20/14
Signature of parent
✓

Subject: Office for Civil Rights Complaint #03-14-1147.
Date: 5/21/2014 10:14:59 A.M. Eastern Daylight Time
From:
To:



CC: (b)(6); (b)(7)(C)

Mr. (b)(6); (b)(7)(C)

This is in further reference to your complaint received in our office on May 8, 2014, regarding the Wallenpaupack Area School District (the District). OCR enforces regulations that prohibit discrimination on the bases of race, color, national origin, sex, disability, and age in educational institutions that receive Federal financial assistance. The regulations enforced by OCR also prohibit retaliation against individuals who assert or defend a right or privilege secured by the laws OCR enforces, or participate in an OCR proceeding. OCR routinely sends out questions to complainants to clarify issues in their complaints to make sure we fully understand what is being alleged.

In order to proceed further with your complaint, we need additional information regarding your allegation[s]. Please respond to the questions below as specifically as possible. In responding to questions about your belief that an action by the District is discriminatory or retaliatory, please provide information indicating that the action was inconsistent with a policy or practice (be as specific as possible), you were treated differently than others in a similar situation, and/or that members of the District staff made statements that would indicate dislike/hostility on the basis of national origin. Please also include sufficient detail (i.e., who, what, where, when, how) for OCR to infer that discrimination may have occurred or is occurring.

Please also note that OCR will take action only with respect to those allegations of discrimination that have been filed within 180 calendar days of the date of the discriminatory or retaliatory act, unless a complainant is granted a waiver. Because your complaint was filed on May 8, 2014, any discriminatory or retaliatory actions that occurred prior to October 30, 2013 are untimely. For any allegations that occurred more than 180 days prior to the filing of your complaint to this office (i.e., events that occurred prior to October 30, 2013) are you requesting a waiver of OCR's 180 day timeliness requirement? If so, please provide a complete explanation of the basis for your request of a waiver of the timeliness requirement.

Please respond to the questions below as specifically as possible.

1. It appears you are alleging that the District discriminated against (b)(6); (b)(7)(C) (the Student) on the basis of age by releasing her school records.
2. Does the allegation listed above in item #1 accurately and completely state the allegations that you intended to raise with OCR?
3. If you answered "no" to question #2, above, please list any additional complaint allegations that you intend to raise in this complaint, or revise the above allegation if it contains factual errors or inaccurate wording. If you raise any additional allegations, please identify the date(s) of the events, the actor(s)

involved, and a complete explanation as to why you believe the incident was discriminatory or retaliatory. If the item listed in #1 accurately and completely summarized your complaint, please write "not applicable."

4. Concerning #1, please provide the following information:

a. To whom did the school release records;

(b)(6); (b)

(b)(6); (b)(7)(C)

(b)(6); (b)

(b)(6); (b)(7)(C)

b. Which records were released;

(b)(6); (b)(

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(

c. When were records released, and

d. How did you learn that the records had been requested and eventually released?

(b)(6); (b)(7)(C)

(b)(6); (b)(7)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)

(b)(6); (b)(

(b)(6); (b)(7)(C)

(b)(6); (b)

5. Are you alleging that the Student was discriminated against on the basis of age because she is older or younger than other students for whom records requests had been made? (b)(6); (b)

(b)(6); (b)

6. Please explain, in detail, why you believe that releasing the Student's school records constituted discrimination on the basis of age. In particular, please explain whether you are alleging that the District treated the Student differently in this regard than other students that are either younger or older or that the District deviated from its policy or practice in this regard and you believe that this deviation was due to her age.

(b)(6); (b)(

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(

(b)(6); (b)(7

We need to receive your response within 20 calendar days from the date of this letter (i.e., by June 10, 2014). If we do not receive this information within 20 days, we may close your complaint.

Please note that OCR does not enforce the Family Educational Rights and Privacy Act (FERPA). If it was your intention to file a complaint alleging solely a violation of FERPA, OCR will not proceed with such a complaint. Complaints regarding violation of FERPA should be directed to:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

You may also visit <http://www2.ed.gov/policy/gen/guid/fpco/index.html> for additional information regarding FERPA and its enforcement.

If you have any questions or concerns, please contact me at (215) 656-8516 or just reply to this email.

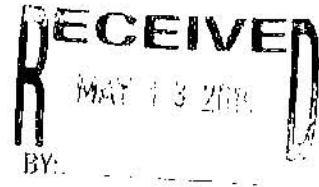
Michael Branigan
Equal Opportunity Specialist

DATE: 04/15/14

(b)(6); (b)(7)(C)



May 1, 2014



To whom it may concern,

I am writing in reference to a complaint that I submitted in March 2014, regarding a violation of our son's privacy at his school (Menomonee Falls School District). I wanted to send updated emails/information in regards to the conversations that have occurred over email with the superintendent and myself.

The superintendent is refusing to speak with my husband and I; however Menomonee Falls School District has an investigation case that has been started regarding our family. The original investigation was in regards to their staff (b)(6); (b)(7)(C) sharing information regarding my sons IEP testing progress to her daughter, which her daughter attends the same school as my younger son; however, the investigation has turned into be about my character as a parent, and to tarnish our family name throughout the small community of Menomonee Falls, with allegations about my character, which clearly has nothing to do with the original requested investigation about their staff violation of my son's privacy.

I have included chains of emails requesting to meet with the superintendent to discuss our concerns about the misconstrue investigation, nonetheless, we were denied. I have also included the copy of the investigation letter where my husband and I were present during the interview with both of our sons and the staff, and the interpretation of the interview was falsified in the written investigation letter. This is what prompted a further request to speak with the superintendent.

If you need any additional information, please let me know.

Thank you,

(b)(6); (b)(7)(C)



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF INSPECTOR GENERAL

Investigation Service
Headquarter Operations Division
OIG Hotline
400 Maryland Ave, SW
Washington, DC 20202

RECEIVED
BY: _____

Date: May 12, 2014

To: Dale King, Director, FPCO

From: Lisa Foster, Special Agent in Charge

(b)(6); (b)(7)(C)

Subject: OIG Hotline Operations Complaint # 14-204167

The attached US Department of Education, Office of Inspector General (OIG), Hotline Division complaint is being forwarded for the following reasons:

- With this referral, this matter is being closed within ED/OIG Hotline files.
- This matter is being referred to you for action. Please review and provide the OIG Hotline a response within 45 days of your action in this matter.
- This matter involves an employee within the Department of Education. Please review and provide the OIG Hotline a response within 45 days of your action in this matter.
- Supplemental information is being provided in the attached documentation.
- This matter is being forwarded for your review and action. If your review uncovers any specific instances of fraud or corruption, involving federal education programs, please access <http://www.ed.gov/about/offices/list/oig/oigaddress.html> for information on contacting our nearest investigative office.

Should you have any questions, please feel free to contact OIG Hotline Operations at 202-245-6911, or as follows:

Lisa Foster
Special Agent in Charge
Headquarters Operations
202-245-7058
lisa.foster@ed.gov

Melissa Hall
Hotline Analyst
OIG Hotline
202-245-7049
melissa.hall@ed.gov

Millie Coles
Hotline Analyst
OIG Hotline
202-245-7031
millie.coles@ed.gov

Any information furnished to you or your agency by the Office of Inspector General (OIG) may not be released except by the OIG.

July 23, 2012

US DEPARTMENT OF EDUCATION
OFFICE OF INSPECTOR GENERAL
400 MARYLAND AVENUE SW
WASHINGTON DC 20202-8520

RECEIVED
7/31/12

14-204/67
Received

JUL 21 2012

ED/HQ/OTG

Re: [redacted] Albuquerque New Mexico FERPA non-compliance and/or fraud, 20 U.S.C. § 1232g, 34 CFR Part 99

Dear Inspector General:

I am enclosing an audio recording and email between and among [redacted] staff [redacted] [redacted] (assistance center for education (ACE) staff) and [redacted] for your review for FERPA fraud, non-compliance and/or referral to US department of education monitoring. Your office has jurisdiction under goal 3, <http://www2.ed.gov/about/offices/list/oig/misc/wp2012.pdf>, "protect the integrity of the Department's programs". Relevant issues are your oversight of [redacted] FERPA implementation.

In his 4/30/12 5:16 pm email, [redacted] states: "In one of the incidents [redacted] violated FERPA". Here [redacted] refers to myself "[redacted]". I was employed 1/2/2012-5/21/2012 as an English tutor, but I did not learn anything about said alleged FERPA violation until I received the enclosed email in response to my New Mexico state inspection of public records act request (around June 20, 2012). Additionally, I worked a total of 3 days, for a total of 19.5 hours after April 30, 2012.

Additionally, [redacted] confirmed that they had no written reports from any alleged complainants, see enclosed 5/21/12 audio, meeting among myself, [redacted] and [redacted] min. 9:30-12:35. [redacted] response to my request for copies of the alleged complaints: "We have submitted all, everything directly to human resources. At this point all we are required to provide to you is a copy of your evaluation form and the letter ... We have the documentation. We don't have the written copies from the complainers but we have documented the complaints that we have received." I subsequently got copies of my human resources file but it contains no complainant reports at all.

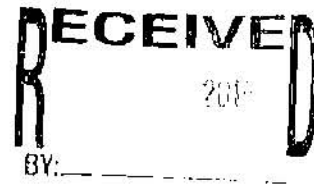
This indicates fraud and/or non-compliance with FERPA by [redacted]. Obviously [redacted] [redacted] all knew that no FERPA allegations and/or violation occurred. FERPA rights vest ONLY in adult students, and minor students and their parents. FERPA and its CFR require written complaints. Additionally, [redacted] must follow CFR procedures for resolving any FERPA complaints. I could have been notified easily during the 19.5 hours I worked after 4/30/12. Additionally, [redacted] had and has my local contact information and could have notified me post-termination of FERPA hearings, procedures, and complaint processes. Thus [redacted] violated FERPA, as well as New Mexico tampering with public records act (NMSA 1978 §30-26-1.C.), when they knowingly falsely stated in public record that I violated FERPA. See [redacted] 4/30/12 email.

If you need any further information, you can call or write to my address below.

[redacted]
Sincerely, [redacted]
PHONE: [redacted] enclosures

May 5, 2014

US DEPARTMENT OF EDUCATION
400 Avenue SW Washington DC 20202-8520



To whom it may concern,

I wish to file a complaint- as well as-ask for your intervention in the following matter.

I am a divorced parent and have joint legal custody of my son: (b)(6); (b)(7)(C)

The child resides with his Mother and attended the following school thru June of last year.

(b)(6); (b)(7)(C)

I was in contact with the school over the last few years concerning my sons academics after they requested a copy of my divorce agreement which I provided showing that I have joint legal custody.

However this year the school has refused to give me any information regarding my son as I was told the Mother did not put me on the blue card. I spoke to the Principal (b)(6); (b)(7)(C) telephone number (b)(6); (b)(7)(C) I told him he was in violation of Federal Law.

Thus far I have; sent the Principal a written request (enclosed), engaged an Attorney who wrote him a letter (enclosed) and I also sent a letter to the (b)(6); (b)(7)(C) Superintendent (enclosed).

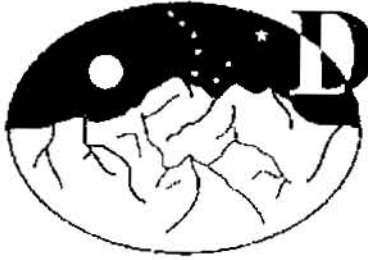
All letters have not been answered.

Please secure a copy of my child's educational record in totality or have them please cooperate with me prior to the end of the school year.

Thank you,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)



Denali Borough School District

P.O. Box 280 • Healy, Alaska 99743 • (907) 683-2278 • FAX (907) 683-2514



May 20, 2014

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

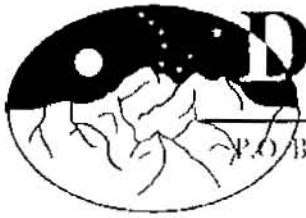
To Whom it May Concern:

This is a follow up report from (b)(6); (b)(7)(C), (b)(6); (b)(7)(C) Director for Denali Borough School District, regarding the unauthorized access to Tri-Valley School Student Management System.

Sincerely,

(b)(6); (b)(7)(C)

James W. Elliott, Ph. D.
Superintendent
Denali Borough School District



Denali Borough School District

P.O. Box 280 • Healy, Alaska 99743 • (907) 683-2278 • FAX (907) 683-2514

Unauthorized Access to Tri-Valley School Student Management System

(b)(6); (b)(7)(C)

Director

(b)(6); (b)(7)(C)

Department

Denali Borough School District

May 15, 2014

Incident

This is an update to the first report the school board was given May 4, 2014 on the unauthorized access by a student to the Tri-Valley School (TVS) student management system. One of TVS's students copied a username and password from the laptop of one of TVS's teachers and used it to access that teacher's gradebook, which is maintained in *Skyward's* student management system. The student changed his own grade, plus the grades of two other students. In order to make the grade changes, the student gained unauthorized access to student records stored in the cloud of a web-based program, i.e. *Skyward*, that is used by district and school-based personnel to manage student data.

Specifically, the student was able to access the teacher's username and password or credentials by opening the password saving feature in *Safari*, an internet browser. Most browsers like *Safari*, *Chrome*, *FireFox*, *Mozilla*, and *Internet Explorer* all have a cookie and password saving features to help users remember their Web-based application credentials. As a user, one is given a prompt to have the browser remember a username and password. For convenience reasons, users are tempted to save their credentials thereby avoiding having to retype the username and password every time they want to log into the system.

In this particular case, the teacher in question noticed that three students' grades had been changed in her Skyward gradebook. She brought this fact to the attention of her principal. Together, with the help of additional staff members, the unauthorized access incident was investigated vis-à-vis log files in Skyward. Following said investigation, the principal and staff members were able to determine that a different computer than the one used by the teacher whose student grades had been altered was used to access her electronic gradebook. Her username and password had been stolen by the student and used subsequently by him to gain unauthorized access to the teacher's grade book. Afterwards, the principal identified the student through the process of elimination. As a consequence, the student was confronted and he confessed to unauthorized access of the teacher's gradebook for the purpose of altering the grades of two students, as well as his own. Appropriate disciplinary action was taken, but the incident raised the issue of what preventative measures are needed to ensure no such reoccurrence of this kind of security breach.

Inherent Security Concerns with Internet Browsers

It is up to the individual teacher, in the case of his or her gradebook, to weigh the harm and likely consequences of someone gaining unauthorized access to secure student grade information. Inasmuch as such unauthorized access to personal student information is a violation of Family Educational Rights Privacy Act (FERPA), no use of any browser's saving features, including keychains, ought to be utilized by any teacher or administrator.

Preventative Measures

1. In-service teachers and staff not to save passwords to any web-based application site, and force a password change by all system users. *This step has been done.*
2. Implement monthly forced password changes for all users of Skyward. *This step has been done.*
3. Force a session time-out after a standard fifteen (15) minutes of inactivity in Skyward. *This step has been done.*

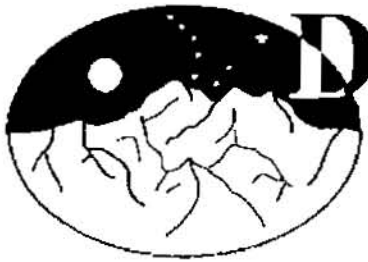
4. Investigate the possible addition to *Skyward* the implementation of an additional personal pass phrase as a third level of user authentication.
5. Evaluate the advantages and disadvantages of hosting *Skyward* on or off-site.^{1, 2}

Concluding Comment

As long as the district (or any district for that matter) provides staff and students with iPads and Mac laptops, the district, and all users, must be vigilant with regard to data security. This is especially so with confidential information such as student records. Fortunately, the breach discussed above was identified in a timely manner and was limited in scope and impact. In response, the District is taking steps to reduce the likelihood of future breaches. The steps proposed and being implemented (discussed above) and a more systematic consideration of future additional security measures will reduce but never fully eliminate the likelihood of a data security breach.

¹ Log files of an off-site hosting will not reflect the level of detail needed to know exactly what computer accessed the application, i.e., private IP numbers and MAC addresses are lost in off-site hosting.

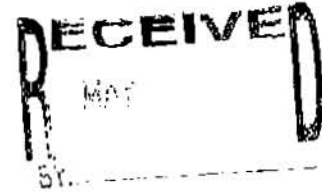
² One solution would be to bring the application in house under the district's WAN and store it on one of its own servers. The server location could be anywhere in the WAN, Healy, Cantwell or Anchorage. This solution is being evaluated.



Denali Borough School District

P.O. Box 280 • Healy, Alaska 99743 • (907) 683-2278 • FAX (907) 683-2514

May 6, 2014



Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW Washington, D.C. 20202-8520

To Whom It May Concern:

The Tri-Valley School (TVS) Principal (and, during my absence from the District, Acting Superintendent) has advised me that there was a breach at TVS of the school's student management system. The breach was made by a person (student) inside the school district, not from anyone outside it. To the best of the District's knowledge, the breach is not on-going. Our school district's attorney has been provided the details of the TVS student management system breach.

The scope of the breach was student grade information in one teacher's electronic grade book. Teachers' grade books, for your information, are maintained in the password-protected Skyward student management system. The data that appears to have been accessed includes student names, grades for the particular class, and student identification numbers (unique numbers generated upon initial enrollment and issued by the State Department of Education and Early Development). The data accessed does not include any other information and specifically does not include student social security numbers. To date, there is no evidence that the breach of the teacher's grade book compromised, as a whole, the security of the school district's internet-based student information management system. As of this time, it is the District's understanding that the student obtained the one teacher's password and used that password to access the Skyward student management system. However, the breach is still

being investigated administratively and through Skyward to ascertain whether any other breach, aside from this, has occurred in the TVS student management system. Parents/guardians of the affected students have been notified by the TVS Principal of the unauthorized access to their students' grade information vis-a-vis the one teacher's electronic grade book. In addition, the District will, pursuant to 34 CFR Sec. 99.32, maintain record of the breach for each student affected in the student's permanent records.

Steps have and are being taken to maintain the security and privacy of the data in TVS's student management system, as well as district-wide. You will be given an updated report once the district's technology director and student information officer have completed their investigation.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

by
Acting Supt.

James W. Elliott, Ph. D.
Superintendent

cc: Mike Hanley, Commissioner of Education
Alaska Department of Education and Early Development

The Honorable Michael C. Geraghty, Attorney General
State of Alaska

COMPLAINT UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

May 7, 2014

TO: Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 20202-4605

RECEIVED

RE: (b)(6); (b)(7)(C) School

I hereby lodge an official complaint against the School District of Olmsted Falls, OH on behalf of (b)(6); (b)(7)(C) who attends (b)(6); (b)(7)(C) School for what I believe to be:

- Inappropriate maintenance of records/content
- A violation of the Family Educational Rights and Privacy Act of 1974.

The nature of the complaint is as checked:

Challenge to Record or Content

- Inaccurate
- Misleading
- Incomplete
- Inappropriate

Record challenged may be identified as:

Title: _____
 Date: _____
 Person responsible for Entry or person currently maintaining record: _____
 Date challenged content discovered: _____

Alleged Violations of Act or Regulations

- Failure to provide notification of all rights (totally or in needed language)
- Failure to publish local access and hearing procedures
- Inappropriate person(s) grant denied access
- Failure to provide interpretation assistance as requested
- Failure to provide requested hearing
- Failure to provide uninvolved hearing officer
- Failure of hearing officer to provide written opinion within reasonable time
- Inappropriate sharing of confidential information
- Other: _____

Date of Violation: April 25, 2014
 Date Violation Discovered if different from above: _____

Other Relevant Information:

(Use this section to add any additional explanatory comments)
 On April 25, 2014, (b)(6); (b)(7)(C) School Assistant Principal (b)(6); (b)(7)(C) shared (b)(6); (b)(7)(C) confidential class grades and disciplinary records with the principal at

(b)(6); (b)(7)(C) School, who then forbid him from attending the (b)(6); (b)(7)(C) prom with his girlfriend. The (b)(6); (b)(7)(C) principal then called and told his girlfriends' mother that (b)(6); (b) was not welcome at their prom because he has "severe behavior problems and is failing three classes".

Yours Truly,

(b)(6); (b)(7)(C)



**COMPLAINT UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT
(FERPA)**

May 27, 2014

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue.
S.W. Washington, D.C.
20202-4605



RE: (b)(6); (b)(7)(C) **CA In Violation of FERPA**

I hereby lodge an official complaint against the William S. Hart School District on behalf of (b)(6); (b)(7)(C) a minor child, who attends (b)(6); (b)(7)(C) School for what I believe to be a violation of the Family Educational Rights and Privacy Act of 1974. The nature of the complaint is inappropriate disclosure in identifying my child's non-payment to a team in a group setting violating privacy.

Date of Violation: Feb. 24-28, 2014

Date Violation Discovered: March 18, 2014

Other Relevant Information: Between these dates, the (b)(6); (b)(7)(C) School softball program distributed game jerseys and game attire for all three levels of the softball program (V, JV, Frosh). When it was my daughter's turn to get her jersey, she was pointed at in front of the junior varsity team by the head varsity coach, (b)(6); (b)(7)(C) and told that she, (b)(6); (b) owed (b)(6); .cc \$350 because she had not participated in fundraising. This embarrassed my daughter in a public setting among her peers. We did not pay as she joined the team late and was not given the opportunity to fundraise. After the players turn in the full amount of "fundraising," they are issued the practice attire for "free", which is donned for practice and worn to show team spirit on campus. Therefore, my daughter was visually identified as not paying because she did not have the 2014 spirit/practice wear. We/she were not given an order form to purchase the clothes separately. It is wrong for the head coach to have identified my daughter verbally as not paid in a group and peer setting intentionally embarrassing her. It is not mandatory for us to pay these fees to be on the team and it is not appropriate for (b)(6); (b)(7)(C) to isolate my daughter as a non-payer. (There was another student who was identified as non-payment in this same setting on the same day, but I am unsure if those parents wish to pursue the violation).

Yours Truly,

(b)(6); (b)(7)(C)

**COMPLAINT UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT
(FERPA)**

May 27, 2014

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue.
S.W. Washington, D.C.
20202-4605

RE: (b)(6); (b)(7)(C) **CA In Violation of FERPA**

I hereby lodge an official complaint against the William S. Hart School District on behalf of (b)(6); (b)(7)(C) a minor child, who attends (b)(6); (b)(7)(C) School for what I believe to be a violation of the Family Educational Rights and Privacy Act of 1974. The nature of the complaint is inappropriate disclosure and inappropriate sharing of confidential information.

Date of Violation: April 18-23, 2014

Date Violation Discovered: April 23, 2014 10:06 a.m.

Other Relevant Information: On April 18, 2014, I submitted an email to the administration of (b)(6); (b)(7)(C) School regarding the continued harassment of my daughter, (b)(6); (b)(7)(C) by (b)(6); (b)(7)(C) softball (b)(6); (b)(7)(C) requesting a formal meeting to discuss the harassment (see attached original email to administration). The final act of targeting that sparked the meeting occurred about April 16, 2014 was, in my opinion, a blatant and offensive nickname in the biography published in the yearly brochure, publically humiliating my daughter.

On April 23, 2014, my daughter, who plays (b)(6) softball, texted me that a varsity softball player (b)(6); (b)(7)(C) had confronted her on campus to question her about the complaint I had filed against the (b)(6); (b)(7)(C), (b)(6); (b)(7)(C) said that (b)(6); (b)(7)(C) told her mother (b)(6); (b)(7)(C) that I was filing a complaint about the bio placed in the yearly brochure. (The response letter from the principal states that (b)(6); (b)(7)(C) disclosed more information to (b)(6); (b)(7)(C) in this conversation including Bullhead City and other incidents). Because (b)(6); (b)(7)(C) disclosed information regarding the complaint to (b)(6); (b)(7)(C) the third party, my daughter was verbally confronted by (b)(6); (b)(7)(C) and had to defend actions taken in an attempt to protect her from targeting and bullying by the (b)(6); (b)(7)(C). There was no legitimate reason for (b)(6); (b)(7)(C) to discuss the proposed meeting and/or contents of that meeting with (b)(6); (b)(7)(C).

I immediately informed the (b)(6); (b)(7)(C) school administration that this confrontation on campus had occurred. No action was taken. After our administrative meeting on April 24, 2014, the principal, (b)(6); (b)(7)(C) sent me a written response (received on May 12, 2014-see attached) that the conversation between the (b)(6); (b)(7)(C) and the parent was "ok" per the (b)(6); (b)(7)(C) School because the (b)(6); (b)(7)(C) "reflected" on the conversation with the parent to him. He said that the conversation between the (b)(6); (b)(7)(C) and the parent (b)(6); (b)(7)(C) was "to gain a different perspective." It also confirms that the scope of the conversation was beyond the brochure as (b)(6); (b)(7)(C) talked with

the player's mother about Bullhead City and mentioned the incidents you brought up." (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) said that the (b)(6); (b)(7)(C) should have stressed to the parent that the other player, (b)(6); (b)(7)(C) not been told details of their conversation. This is showing that the inappropriate disclosure occurred and putting the expected confidentiality of my child's educational records, administrative meetings, harassment allegations, etc. on (b)(6); (b)(7)(C) (a minor child and student) not on (b)(6); (b)(7)(C) the school employee. (b)(6); (b)(7)(C) has no "legitimate educational interest" in the harassment and targeting allegations.

(b)(6); (b)(7)(C) is part of the (b)(6); (b)(7)(C) however the information disclosed had nothing to do with fundraising. (b)(6); (b)(7)(C) may say that (b)(6); (b)(7)(C) is the softball team parent, but the information discussed about my daughter being targeted by the (b)(6); (b)(7)(C) and the horrific encounter with a male hotel employee in Bullhead while on a District approved team sporting event had nothing to do with team parent responsibilities of running the canteen or planning the banquet. (I have not been able to find any information for a (b)(6); (b)(7)(C) on the (b)(6); (b)(7)(C) or softball websites, nor get any contact information about a (b)(6); (b)(7)(C) from the principal when requested. (b)(6); (b)(7)(C) name is nowhere on the team roster, or elsewhere, as a school approved parent volunteer or team parent)

If (b)(6); (b)(7)(C) genuinely needed to discuss my daughter or any of the items to be covered in the administrative meeting alleging harassment, bullying, or targeting with a parent, I should have been contacted prior to the conversation to waive my FERPA rights. This did not occur and I have not waived any rights to my daughter's educational records, experiences, meetings, etc.

(b)(6); (b)(7)(C) gossiped with (b)(6); (b)(7)(C) about my daughter causing her to be confronted and intimidated into defending her rights to report targeting, harassment, and bullying by a (b)(6); (b)(7)(C) I am deeply saddened and disturbed that (b)(6); (b)(7)(C) School condoned this inappropriate disclosure and no disciplinary action has been taken to my knowledge. I have also requested a meeting with the Superintendent Challinor to discuss this and to date, have no response from him.

Please help protect my daughter's right to a confidential and bully free education!

Yours Truly,

(b)(6); (b)(7)(C)

Included: (1) email dated April 18, 2014, (2) email dated April 23, 2014 informing (b)(6); (b)(7)(C) School of violation, (3) Principal (b)(6); (b)(7)(C) response letter dated May 7, 2014. All items relevant are highlighted.

Print it out, fill it out, then mail it (certified, with Return Receipt Requested) to the following address:
**Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue.
S.W. Washington, D.C. 20202-4605**

May 27, 2014

(b)(6), (b)(7)(C)

RECEIVED
BY: _____

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Ave SW
Washington, D.C. 20202-5901

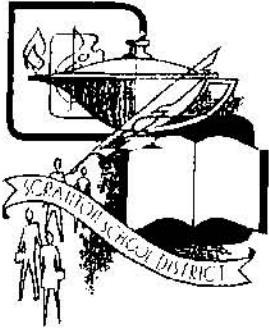
Dear U.S. Department of Education:

I am a senior citizen student at (b)(6), (b)(7)(C) I have been trying to read what is in my folder for the past two years. The college refuses to let me read what is in my folder. Can they do this? If so, on what grounds can they do this? I thought every student has the right to review their folder. I did check the Maryland Act on students have the right to see what is in their folder.

Feel free to contact me on this letter at (b)(6), (b)(7)(C)

Sincerely,

(b)(6), (b)(7)(C)



William F. King
Superintendent

Scranton School District

425 North Washington Avenue
Scranton, Pennsylvania 18503

Phone: (570) 348-3465
Fax: (570) 348-3563
Email: bill.king@scrsd.org
www.scrsd.org

RECEIVED
MAY 13 2014
BY: _____

May 8, 2014

Mr. Dale King
Director
Family Compliance Office
US Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

Re: Complaint #1593

Dear Mr. King:

This letter is in response to your letter dated April 28, 2014 concerning Complaint number 1593. This situation has already been internally investigated and I have listed exactly what occurred and how it was handled by the Scranton School District below:

- Results of 2013 Spring keystones were made available July 1, 2013.
- Teacher sorted scores were sent to all staff who were instructors of Keystone trigger courses in Alg. I-Bio.-Lit. Percentages of proficiency were calculated (attached) on July 3, 2013.
- As (b)(6); (b)(7)(C) was reviewing the scores from home, her sophomore daughter, who attends (b)(6); (b)(7)(C) School had an opportunity to glance at her scores and scores of other students.
- On Thursday, November 7, 2013 students received an individual hard copy of their 2013 Spring Keystone Exam scores, as they were distributed in homeroom to all students. (b)(6); (b)(6); (b)(6); (b)(7)(C) was visibly upset when she realized that she did not earn a proficient score in the Algebra I Keystone Exam. (b)(6); (b)(7)(C) daughter made an encouraging remark to (b)(6) to stay positive and also added that she was aware of her non-proficiency status in her Algebra I Keystone exam score when she saw her score over the summer.
- (b)(6); (b)(6); (b)(7)(C) contacted her mother immediately, and (b)(6); (b)(7)(C) was irate and wanted action/punishment against (b)(6); (b)(7)(C) for revealing her daughter's scores to her daughter at home over the summer.
- (b)(6); (b)(6); (b)(7)(C) Principal, (b)(6); (b)(7)(C) immediately contacted (b)(6); (b)(7)(C) and questioned her about the (b)(6); (b)(6); (b)(7)(C) family accusation. She did admit that her daughter was by her side as she reviewed student scores from the spreadsheet that he sent out over the summer.
- (b)(6); (b)(7)(C) reminded (b)(6); (b)(7)(C) that the SSD policy states that all conversations/records about any student are to be kept confidential by all professional staff (policy 207-SSD Adopted

Board Policy Handbook). He also reminded his entire faculty about this policy on every opening day in-service.

- After a verbal reprimand to (b)(6); (b)(7), Principal (b)(6); (b)(7) did an in-house write up (attached) on Nov. 8, 2013. (b)(6); (b)(7) agreed to apologize to (b)(6); (b)(7)(C). He called (b)(6); (b)(7) to inform her that the situation was handled and an apology from (b)(6); (b)(7) was forthcoming. Mrs. (b)(6) was thankful, however, she was not satisfied and said that she would not accept any apology from (b)(6); (b)(7) and do not even bother having her offer one. At this point (b)(6); (b)(7)(C) contacted Central Administration. Central Administration contacted (b)(6); (b)(7)(C) and he explained everything that is written above. Central Administration was very supportive to Mr. (b)(6); (b)(7) and said that he acted accordingly.

If you have any further questions concerning this situation, please feel free to contact me.

Sincerely,

(b)(6); (b)(7)(C)

William F. King
Superintendent
Scranton School District

Subject: Question about FERPA
Date: Wednesday, May 14, 2014 2:55 PM
From: (b)(6); (b)(7)(C) net>

Family Policy Compliance
US Department of Education
400 Maryland Ave SW
Washington DC 20202-4605

I have a question, not a complaint about FERPA. Could you please forward this to the appropriate office.

My general inquiry is:

If a student sends an email to his college/university management about an academic matter (grades) and the institution subsequently places that email into the public record for other reasons; does that constitute a violation of the FERPA act?

You may email a response or send to my mailing address below.

Thank you,

(b)(6); (b)(7)(C)

May 2, 2014

My son is a senior at (b)(6); (b)(7)(C) Prior to 3/27/2014, he was enrolled in (b)(6); Bachelor of Science (b)(6); (b)(7)(C) Program. (b)(6); (b)(7)(C) contracts with the (b)(6); (b)(7)(C) flight school to provide flight training to (b)(6); students at their Mesa location. (b)(6); is considered a party acting for the agency of (b)(6); and is governed by FERPA as indicated in the Agreement dated 7/12/2012 between (b)(6); (b)(7)(C)

On 3/28/2014, my son, (b)(6); (b)(7)(C) made a request for his educational records to (b)(6); (b)(7)(C) manager of (b)(6); (b)(7)(C) flight instructor at (b)(6); (b)(7)(C) center. There was no response to this request.

I sent an email to (b)(6); (b)(7)(C) Flight Program Advisor at (b)(6); on 4/7/2014 indicating that no educational records had been given to my son in response to his FERPA request. I indicated that I, as his parent, was now submitting a formal FERPA request to (b)(6); and (b)(6); for his educational records as was my right under provision 34 CFR, Section 99.31 (a) (8).

On 4/13/2014, (b)(6); (b)(7)(C) of (b)(6); forwarded to (b)(6); (b)(7)(C) of (b)(6); who then forwarded to my son, a typed summary of training notes from 1/30/2013 despite my son being in flight training with (b)(6); since 9/3/2012. In a meeting held at (b)(6); on 3/27/2014, (b)(6); (b)(7)(C) also referred to "notes" that he had in his possession regarding my son's flight training dating as far back as my son's entrance into flight training at (b)(6); on 8/20/2010.

On 4/13/2014, I responded to (b)(6); (b)(7)(C) indicating that this typed summary of training did not fulfill a FERPA request for all educational records and I reiterated my request for all of my son's educational records from (b)(6); (b)(7)(C) I also reiterated that I was the one making the request and, therefore, they had to furnish me with copies of the documents. I requested copies as I am residing in Pennsylvania.

On 4/15/2014, (b)(6); (b)(7)(C) acknowledged my request through email and indicated that she was researching the request and would get back to me on Wednesday, April 16, 2014.

On 4/16/2014, I received another email from (b)(6); (b)(7)(C) indicating that they were still working on getting me the requested documents and that she would provide me with the documents by Monday, April 21st or provide me with another status update at that time.

On 4/21/2014, I received another email from (b)(6); (b)(7)(C) indicating that they were still working on getting my son (again, not me) the requested documents and they would provide him with the documentation by Wednesday, April 23rd or provide me with another status update at that time.

I responded that same day (4/21/2014) to (b)(6); (b)(7)(C) inquiring as to why it was taking so long as they should just have to copy documents that should already be in existence and part of his educational record.

On 4/23/2014, (b)(6); (b)(7)(C) sent an email to my son with a letter attached that attempted to provide a revisionist history of the outcome of a meeting that had occurred between (b)(6); (b)(7)(C) and my son on 3/27/2014. She then sent me an email stating that my son had been sent all requested academic documentation from (b)(6) and to contact (b)(6); (b)(7)(C) for his flight training records. My son forwarded me the letter he had been sent.

I sent an email to (b)(6); (b)(7)(C) that same day indicating that this did not serve as an adequate fulfillment of my FERPA request for his educational records and that I was filing a FERPA complaint.

I have not been furnished with a copy of my son's complete educational record from (b)(6); (b)(7)(C) flight school.

(b)(6); (b)(7)(C) headquarters are at the following location:

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

HEALTH SCIENCE CENTER

(b)(6); (b)(7)(C)

TO: Ingrid Brault
Family Policy Compliance Office

FROM: (b)(6); (b)(7)(C)

DATE: May 29, 2014

SUBJECT: Compliance with the Family Educational Rights and Privacy Act (FERPA)

On April 29, 2014, it came to the attention of the Office of Institutional Compliance that a laptop had been stolen from one of the departments on campus at the University of (b)(6); (b)(7)(C). We immediately followed our campus procedures by performing our due diligence to recover the laptop and to perform investigative procedures.

On May 8, 2014, I spoke with (b)(6); (b)(7)(C) in your office of Family Policy Compliance at the United States Department of Education. I informed (b)(6); (b)(7)(C) regarding a possible violation of the Family Educational Rights and Privacy Act (FERPA) since the stolen laptop contained several students' personally identifiable information. The stolen laptop, however, was password protected by the employee who previously had custody.

In response to this issue, I was informed by (b)(6); (b)(7)(C) that since the laptop was password protected, no additional reporting or notifications were required to be sent on behalf of the university. In the meantime, additional policies and procedures have been put in place to mitigate and prevent further incidents.

Please feel free to contact me at (b)(6); (b)(7)(C) if you have any questions or concerns.

(b)(6); (b)(7)(C)

CC: (b)(6); (b)(7)(C)