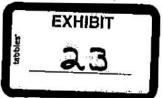
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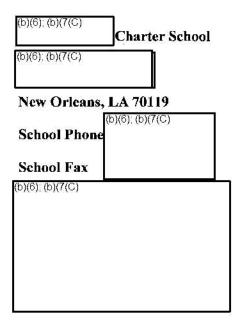


(b)(6); (b)(7(C)	
Family Policy Compliance Office US Department of Education	B <sub>y</sub>
400 Maryland Avenue, SW	
Washington, DC 20202-5920	
May 14, 2009	
To Whom It May Concern:	
This letter is to file a formal complaint against (b)(6); (b)(7(C)	a teacher at (b)(6); (b) Early College
High School (ECHS) for violating the Family Educational Right	
(b)(6); (b)(7(C) student at ECHS.	
On May 8,(b)(6) I received a call from (b)(6); (b)(7(C)  High School. Ms. (b)(6); (b) was calling to inform me that my son verbal altercation with one of the teachers at the school. Ms. (b)(6) phone from both parties; (b)(6); and Ms. (b)(6); the teacher involume if I would be able to come in for a meeting. I told her that I work, but I would be available in about 45 minutes. When I arrand it was more like an hour and a half, before I was able to leave p.m., I received a call from (b)(6); (I informed (b)(6) that I was on me it was too late in the afternoon to meet. Dr. (b)(6); (b) the (b)(6); been scheduled for Monday, May 11 (b)(6); for 9:00 a.m. I asked (b)(6); up from school. He said that was not necessary, (b)(6); could contain the afternoon of the meeting started with Ms. (b)(6); (b) Ms. (b)(6) and (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (b)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); for some (b)(6); (c)(7) and he received that she asked (b)(6); (c)(7) and he received that the shear she asked (c)(6); (c)(7) and he received that the shear	read the referral to me over the ved in the verbal altercation. She asked was at lunch and I needed to go back to ived at work, my task took a lot longer re. When I got in my car around 3:00 mmy way, but (b)(6); was calling to tell (b) then informed me that a meeting had Dr. (b)(6); (if I needed to come and pick ald finish the school day.  Id a meeting with Dr. (b)(6); (b)(7(C) s. (b)(6); telling her side of the story. Ms. of used to give her the (b)(6); (b)(7(C) then)
after he decided to give her the (b)(6); (b)(7(C)) he took them off and mentioned that the (b)(6); (b)(7) had not only been thrown at her, arm to welt. When Ms (b)(6); (mentioned the welt it was the first injury, also when asked if she had any pictures to verify that there had indeed been an injury, she rephotographs.  In the meeting I explained to Dr. (b)(6); (b)(7(C)) he took them off and mentioned that there had not only been thrown at her, arm to welt, when Ms (b)(6); (mentioned the welt it was the first injury, also when asked if she had	but they had also hit her and caused her time Administration had heard of any eplied that she had not taken any
addressed, concerning (b)(6); (b)(7(C)	and mat had punsphed and I would fixe

On Friday, May 15, 2009 after the school day had ended, I picked up (b)(6); and another student. When they got in the car, I was informed that Ms. (b)(6); (b) had spoken to the student's mother concerning the situation with (b)(6); and Ms (b)(6); When we arrived home, I called the student's mother and asked her if

she had spoken to Ms. (b)(6), (b) she confirmed the conversation. The parent said she was on the phone
with her child and Ms asked to speak to the parent. The student gave Ms. (b)(6): (b) the cell phone
and Ms. (b)(6); went into a private area to converse with the parent. I then asked the parent for the
details of the conversation. The parent informed me that Ms. (6)(6) had been listening to her child on the
phone and stated it was her duty to tell the her the whole story, since her child was leaving out parts of the
story. Ms. (b)(6): (b) then began to tell the parent that (b)(6): (calling him by name) had thrown her child's
(b)(6); (b)(7) at another teacher and that is why the $(b)(6)$ ; (b)(7(C) were confiscated by Ms. $(b)(6)$ ; (Ms.
(b)(6): was not present when the situation occurred and was going strictly by what the Ms.(b)(6): told
her. This was very upsetting to me because I had not received the full details of the situation from
Administration or anyone else at the school.
On Monday, May 11, (b)(6); when I arrived at the meeting I asked Dr. (b)(6); (b) if Ms. (b)(6); could be
called into the meeting. Dr. (b)(6); (agreed, but was unaware of the situation that occurred with other
student's mother. He in turn called the teacher, Ms. (b)(6); (b) into the meeting and she admitted on tape
that she had indeed spoken to this parent and called (7(C)) name. I asked her if she was familiar with the
Family Educational Rights to Privacy Act (FERPA) and if she was aware that she had violated (b)(6); (b)
privacy rights. I informed Dr. (b)(6); (b) Ms. (b)(6); (b) and the teacher that I would be reporting this
situation to the proper authorities.
After both teachers left the room, it was decided that (b)(7) would be suspended for three days for his
actions. When (b)(6): returned to school on Friday, May 15, (b)(6): there would be a meeting scheduled
with Dr. (b)(6); (b)(7(C) of (b)(6); (b)(7(C) Charter School Network. The meeting
was ultimately rescheduled to Thursday, May 14, (b)(7) at 8:00 a.m.
When we arrived at this meeting, Dr. (b)(6); (b) asked everyone present if it was okay that I recorded the
meeting and everyone agreed. Dr. (b)(6): had spoken to the other student's parent and had a statement
corroborating what Ms. (b)(6); said in the previous meeting. Dr. (b)(6); (b) then explained the FERPA law
to Ms. (b)(6); (b) Dr. (b)(6): explained to me that I would have to initiate the complaint to FERPA and if I
would allow them a copy of the document I was sending to FERPA. I agreed.
Therefore, I am asking that the appropriate action be taken against this teacher. If you need further
information, I can be reached at (b)(6); (b)(7(C))  Thank you for your assistance in this
matter.
Before any of these meetings took place, permission was given to tape record all parties involved.
Sincerely (b)(7(C)
); (b)(/(C)

### **School's Information**



To Whom It May Concern:

I believe I have been discriminated against due to the fact that I am a non-custodial parent. My name is (b)(6); (b)(7(C)) and my son (b)(6); (b)(7(C)) attends the (b)(6); (b)(7(C)) attends the School District in Hume MO. He is currently enrolled as a (b)(6); (b)(7(C)) I have kept the district updated on ways to be able to contact me. I am enclosing e-mails showing where I have been given false and inaccurate information and had information withheld from me regarding his educational progress. I have had to continue to request grades when it clearly states in his ILP that I am to receive such reports.

The timeline below outlines my rights as a parent being violated and a picture of discrimination occurring.

On March 22 (b)(7)(c) I sent the (b)(6); (b)(7) School my change of address and asked for a grade report to be mailed to me (their quarter ended on or about March 12<sup>th</sup>).

On March 25th I hadn't had response from my earlier e-mail and asked again if the reports had been sent out yet.

On March 29th I still had not received a report and informed them that I had not.

On March 30th Mr. (b)(6): the (b)(6): (b)(7) said he would check on the grade card.

On April 1st I was finally sent a grade report for the 3rd quarter.

On April 1st which is nearing mid-quarter for 4th quarter; I asked for an update; I did this because my son's 3rd quarter grades were lower than what I thought they should be. By the time I received 3rd quarter grades I knew it was getting close to mid-quarter reports. I tried c-mailing the special service teacher but must have been spelling her name incorrectly, so I e-mailed the (b)(6); (b)(7) asking him to forward to (Mrs., (b)(6); (b)(7)(C) a message inquiring how (b) was doing and when she had time would she give me an update on his progress.

On April 8th I finally received a response from Mrs. (b)(6): (b)(7(C)) saying that the teachers were state testing and she hadn't received any reports but they would be sending home mid-quarters the next week.

I did not receive any update or report the next week so I e-mailed again.

April 21st I e-mailed Mrs. (b)(6); (b)(7) saying I was just touching bases again and asked if I could get an update on his grades.

On April 21st she responded back by saying, "The only progress reports that go out are those below 70%, so no news is good news, I'd say".

At this point I felt like Mrs. (b)(6): (b)(7) being the case manager and knowing that his IEP stated that I, as his parent, should be getting reports, failed to comply with (b)(6): IEP. I hoped she would have been thrilled, as a professional educator, to honor my request and at least give me a quick glance at how he was performing. However, this was not the case; I was still given no indication that he was failing one class; that I find out later from the school's (b)(6): (b)(7) and that a meeting had been held that morning with his father because of a problem in the area of math. I then replied back requesting to still be given a mid-quarter report and that his IEP stated that we would receive grade reports and I hadn't as of yet.

On April 22<sup>nd</sup> Mrs. (b)(6); (b)(7) replied back that she had forwarded my request to Mrs. (b)(6); (b)(7) the school (b)(6); (b)(7)

On the same day I responded back to Mrs. (b)(6); (b)(7) I felt that since she was his case manager that she would have a better connection with the grades and his progress. I asked if she was still monitoring him.

On April 22<sup>nd</sup> she wrote back that she sees (b)(6) everyday and that she talks to his teachers regularly and if there is a problem they discuss it and if he has a problem it is reported in his grades.

By April 22<sup>nd</sup>, (b)(6): case manager had led to believe that since I didn't receive any progress reports that (b)(6) is having no difficulties and she still hadn't stated there to be any concerns or problems. By this date I had asked several times for an update and I had received no kind of report from Mrs. (b)(6): (b)(7) or the school district regarding how he was performing academically. I knew this wasn't right or in compliance to his IEP. I, an educator myself, know she could have very easily given me an update; she even told me that she was speaking regularly to his teachers. Becoming frustrated and being brushed to the side I e-mailed the (c)(b)(7) stating that I felt like Mrs.

On this same day, April  $22^{\text{nd}}$ , Mr.  $\frac{\text{(b)(6)}}{\text{(b)(7)}}$  the school's  $\frac{\text{(b)(6)}}{\text{(b)}}$  replies back to me saying that they (Mr.  $\frac{\text{(b)(6)}}{\text{(b)}}$  Mrs.  $\frac{\text{(b)(6)}}{\text{(b)(6)}}$  and Mrs.  $\frac{\text{(b)(6)}}{\text{(b)(6)}}$  teacher) had met on April  $21^{\text{st}}$  with  $\frac{\text{(b)(6)}}{\text{(b)(6)}}$  tather because  $\frac{\text{(b)(6)}}{\text{(b)(6)}}$  was struggling in  $\frac{\text{(b)(6)}}{\text{(f)(6)}}$ .

father had requested a meeting and received it; all I was requesting was a progress report and was ignored. I feel like I was discriminated against because I am the non-custodial parent. I was only asking for an update on his progress.

On April 22<sup>nd</sup> Mrs. (b)(6); (b)(7(C)) said that when the progress reports were mailed that he was passing; I found this to be an untrue statement because on April 23<sup>rd</sup> I finally received from the school (b)(6); (b)(7) a mid-quarter report (which was sent out by mail to all other parents on April 19<sup>th</sup> but not to me). (b)(6) had an (b)(6); (b)(7(C)) and a (b)(6); (b)(7(C))

I was definitely not being treated with equality ((b)(6); (b)) father requested a meeting concerning ((b)(6)); progress and a meeting was scheduled. My request for an update of grades and progress being made was repeatedly ignored. I was even lied to; I was told no news is good news and that he was passing all classes at mid-quarter reporting. I believe the information I received was misleading and inaccurate and violated my rights as a parent.

My proposed resolution: I am asking the (b)(6): (b)(7(C)) School District and the case manager of my child's IEP to stay in compliance with his Individualized Education Plan. I request that (b)(6): grades to be sent to me as written in his IEP without me having to request them each reporting period. I wish to be given equal treatment as a parent even though I am a non-custodial parent. I also desire that the meetings or requests that I make be kept confidential and not be shared with people in the community. Lastly, I propose that if I request an update from the Special Education Department; that (b)(6): (case manager notifies me if there is a problem or concern; not to intentionally withhold this information from me or to discriminate against be because I am a non-custodial parent.

[b] by the report I finally received, has a few classes that he needs to improve in but for the most part is doing extremely well. I, as a parent, would have loved to have heard the positives from his case manager and/or school district that he was making  $\Lambda$ 's in two of his classes; especially since I had requested an update. Parent's thrive on good news and what a better way to create positive home/school communications.

The timeline and e-mails I have outlined and enclosed clearly show that Mrs.

[b)(6): (b)(7) was aware of a problem with at least the math class and intentionally withheld that information from me and gave me an inaccurate report of progress being made after I had repeatedly asked for an update. She had planned a meeting on the morning of April 21st with [b)(6): ( ) [ather because of his lack of progress in math, and she told me on the 21st the same day, that no news is good news. She told me he was passing all classes when mid-quarter reports were sent out which proved to be false. I ask not to be lied to or have information intentionally withheld anymore regarding his educational progress because I am the non-custodial parent.

Sincerely,

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

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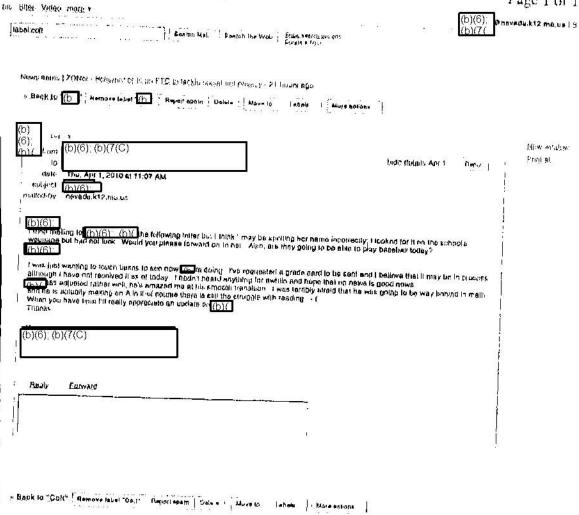
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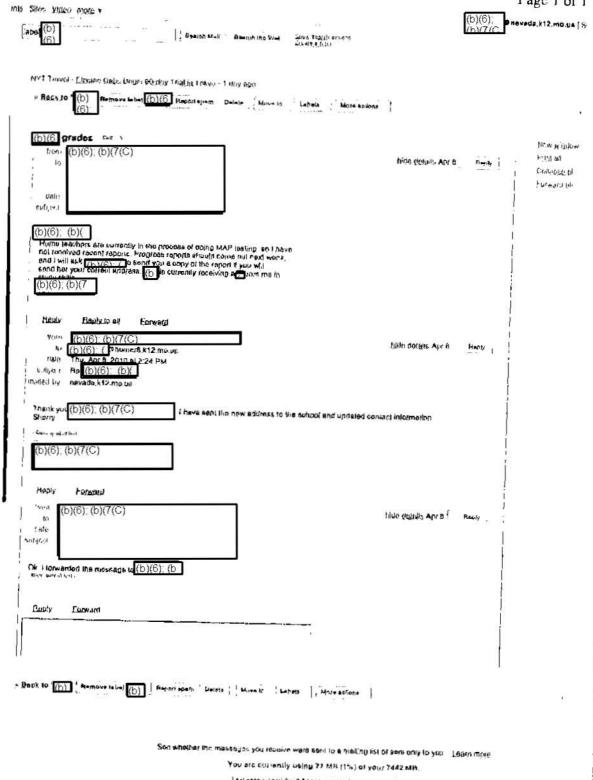
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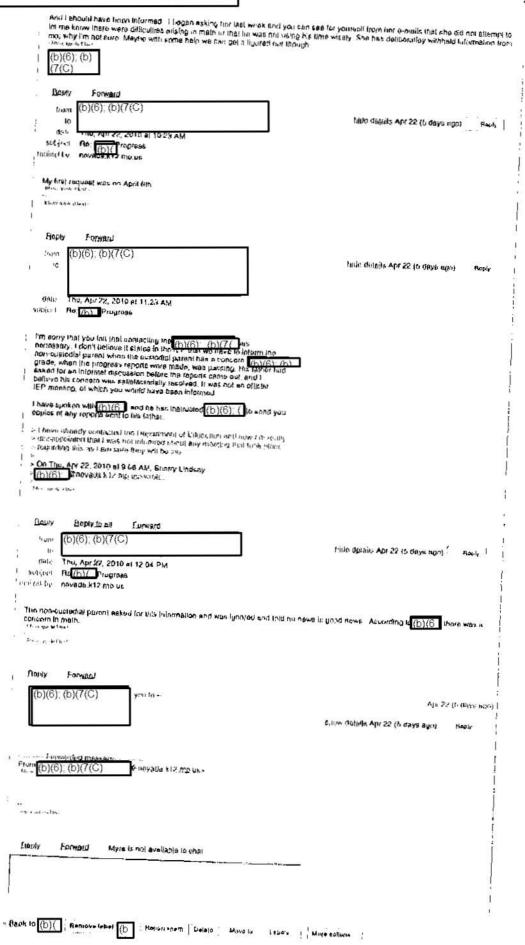
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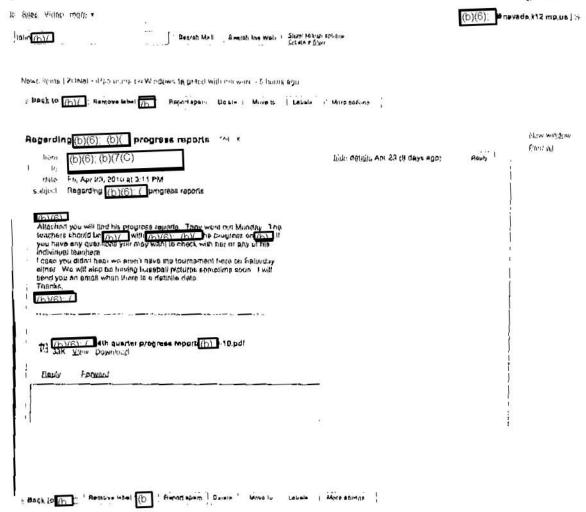
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That is great news? For all title a mini-quarter prade report. I know his last the stated that we would receive grade reports and I haven? Thanks:  (b)(6); (b)(7(C)	
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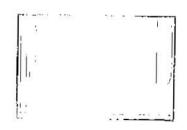
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Director Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue, SW Washington, D.C. 20202-5920



RE: Inadvertent Disclosure of Education Records May 28th, 2010

To the Director:

This letter is to advise you that after a thorough investigation, Niagara University has determined that on May 28th, 2010, an unauthorized, but inadvertent, disclosure of 27 students' education records occurred via official university e-mail.

Set forth below is a report of this unprecedented event at our institution, and our ongoing remedial action.

#### I. Inadvertant Disclosure

At the end of every semester, Niagara University determines if students have made "Satisfactory Academic Progress" (SAP). Those who have not met our criteria are dismissed, and receive a letter with standard language stating the terms of dismissal and setting forth the process for appeal. The address, name, "Attempted Semesters," and GPA of the affected students ("Variable Data") are plugged into this standard letter ("Template") and sent via both certified mail, and official university e-mail, at the appropriate time.

On May 28th, a university employee in the office of Academic Support prepared the individual SAP letters to be sent to the 27 affected students as described above. These letters were sent to the students via certified mail without incident.

After mailing the letters, the employee prepared an electronic copy to send to the affected students. Per procedures successfully implemented the previous semester, this preparation involved the use of the "mail merge" function of the program "MicroSoft Access" to insert the Variable Data into the Template. However, owing to previous manipulation of that particular copy of the Variable Data using the program, "MicroSoft Excel," the copy sent to each student contained a copy of every other students' letter.

The university became aware there was a problem on June 1, when a student reported receiving a 37-page document containing not only his information, but that of 26 others. This report was referred to the University Counsel, who confirmed the receipt with the University (b)(6): (b)(7(C))

While various remedies were immediately initiated (see "<u>II. Remedial Action</u>" below), the university also began a thorough analysis of what occurred, and concluded that while the matter was attributable to the employee's failure to adhere to the established protocol for the generation of SAP notices, enhanced focus on technical considerations should be added to the FERPA training the University routinely conducts.

### II, Remedial Action

The university's response upon confirming the inadvertent disclosure was immediate.

<u>June 1</u> : Disclosure confirmed by General Counsel and (b)(6): (b)(7(C)
<u>[une 1</u> ; (b)(6); (b)(7(C)
(b)(6): (b)(7(C)   informed.
June 1: (b)(6); (b)(7 informed, investigation directed.
June 1: Emergency meeting of (b)(6); (b)(7(C)
(b)(6); (b)( FERPA Officer (b)(6); (b)(7(C)
General Counsel (b)(6): (b)(7(C)
(b)(6); (b)(7(C)
(b)(6); (b)(7(C) to establish awareness of the issue, ensure no other complaints had
been received, and draft a letter of notification to the affected students. The group
also agreed on a course for the investigation, which involved the (b)(6); (b)(7(C)
(b)(6): (b)(7(C)
June 2: A letter of notification was sent to all 27 students via mail and e-mail. The
letter set forth the content of the disclosure, warned the students that the
information is confidential, and asked that they send confirmation of deletion to
ferpa@niagara.edu. An redacted sample copy is included as "A."
June 2 <sup>nd</sup> —June 8 <sup>th</sup> : The (b)(6): (b)(7(C)
looked into the e-mails, and other computer records, and
discussed the occurrence with the employee who generated and sent them. The
investigation was somewhat prolonged because the employee had some personal
issues that require days off.
June 16th: The General Counsel conducted two one-hour sessions called "Mass
Communication and Privacy: Using Technology While Following FERPA"
(announcement attached as "B"). While open to all, every department that routinely
handles education records in an electronic format was required to attend. At that
session, a document generated by the IT Department and General Counsel was
distributed and reviewed (attached as "C").

June 17<sup>th</sup>: The General Counsel met with the employees of the office of Academic Support, including the employee who made the inadvertent disclosures, to specifically discuss the educational records generated/maintained by the office, and review the suggestions from IT for avoiding technical issues that can create privacy concerns.

#### Going forward:

- The routine FERPA trainings will have a specific technical component;
- The university established a "FERPA Alert" code for its Information
  Technology Help Desk, to ensure FERPA matters with a technical component
  get immediate attention;
- The University has printed up "FERPA Alert" cards that ask fundamental questions about managing/disclosing education records, and listed helpful contacts on the other side;
- A faculty-specific training is being planned for the Fall, again with a focus on compliance when using technology and social networking.

It is my hope that your Office can conclude that Niagara University properly investigated this unusual breach, took reasonable and appropriate steps to prevent any further unauthorized disclosures, and is diligent in its protection of the education records it maintains.

On a personal note, I can add that the employees at the heart of this incident were personally dismayed and saddened to have occasioned the above actions, which are an anomaly for both their Department and Niagara University. We respectfully request that you and the Department consider these good-faith actions as you review this self-disclosure, and please consider us open to any suggestions you might have for further action.

Very truly yours,	
(b)(6); (b)(7(C)	
Attachments	



J	une 3, 2010
	@mail.niagara.edu
F	E: FERPA Disclosure E-mail you were sent on May 28, 2010 regarding "Notice of Academic Status"
D	ear :
n	m May 28th, your e-mail address of:  @mail.niagara.edu was inadvertently sent a large e- nail containing drafts of letters addressed to various other people. Unfortunately, this e-mail was ent to 26 other people, and contained your GPA and credit hours to date, in addition to those of thers. The University enormously regrets this error.
fc h	you have not opened the May 28th e-mail, please do not do so. If you have opened it, please do not brward or otherwise duplicate the contents, which are privileged and confidential. Whether you are opened it or not, please delete the contents, and send confirmation of their having been deleted our FERPA Officer, (b)(6): (b)(7(C)) at FERPA@niagara.edu.
a	gain, the University cannot stress how much it regrets this technological error. Please know that we re already moving to correct the situation, and very soon will be holding a mandatory training for all ersonnel involved in this regrettable mistake.
g	owever, we wish to stress that this accidental disclosure is a one-time occurrence. The University ses to great lengths to protect your privacy. With that in mind, the correction of this lapse is a top riority.
Pl	ease feel free to contact me with any concerns.
Si	ncerely,
(b)(6);	(b)(7(C)
CC	(b)(6); (b)(7(C)

epic.org

One-Hour FERPA Training, Open to All Wednesday, June 16<sup>th</sup> Mass Communication and Privacy: Using Technology While Following FERPA

Technology changes with the blink of an eye, but FERPA has been pretty much the same since 1974. The rules: education records (including grades, gpa, e-mails, marked papers, disciplinary records, bills, attendance) cannot be disclosed to third parties--even parents--without specific authority to do so. We are all careful to respect our students' privacy, but in a world of increasing automation and lightning-fast communication, a FERPA violation can happen with both alarming speed, and volume. Please join the General Counsel, the (b)(6): (b)(7(C)) team for this one-hour discussion designed to refresh your memory of

the FERPA rules, their many exceptions, and techniques for using the latest technology while honoring the Family Education Rights Privacy Act.

Session I: Wednesday, June 16th, 10AM, Bisgrove 350

Session II: Wednesday, June 16th, 2PM, Bisgrove 350

Please rsvp to scole@niagara.edu to let us know which session you will be attending.

#### Top Ten IT/FERPA "Do's"

- 1. The deletion of communications with students should only be conducted on a routine, regular basis, with critical communications identified and archived for 2 years, or as defined by your department.
- 2. Use caution when storing education records on USB sticks and other portable devices.
- 3. Inform IT promptly when you believe there has been an unprivileged disclosure via an electronic communication.
- 4. Do check a student's FERPA preferences via myNU prior to disclosing any information to a third party.
- 5. Do store critical communications, including e-mail, on your network, home, or shared drives. If you are uncertain how to do this, call IT at 8040.
- 6. Do always look to see who is copied on an e-mail prior to responding to it.
- 7. Do maintain business process documentation regarding the creation of essential documents and communications.
- 8. Do create PDF's to send information when you want the best assurance that the final document can't be altered.
- 9. Always log off your computer if you leave it, even for 1 minute.
- 10. Change passwords routinely.

#### Top Ten IT FERPA "Do Nots"

- 1. Do not hit "reply all," without reading the reply list and being really, really sure about it.
- 2. Do not store critical files on your C drive; ensure they are routinely saved on a home or departmental drive.
- 3. Do not download and store data in Excel spreadsheets or Access databases; this can generate confusing, irregular copies of the data.
- 4. Do not send information to the care of employees via non-university accounts.
- 5. Do not engage in speculation, gossip, and other subjective communication about students via university e-mail; it could create an educational record subject to mandatory disclosure at the request of the student.
- 6. Do not leave your computer logged in when you are away from your desk.
- 7. Do not leave your password taped to your monitor.
- 8. Do not rely on "auto-complete" to address your messages without carefully checking the listed recipient
- 9. Never give your password out to anyone, whether via e-mail or otherwise. IT will not need to ask for it to help you.
- 10. Never comment about education records on social network sites.

4	(b)(6); (b)(7(C)			
L	October 9, 2009		k	ļ
	Family Policy Compliance Office		\ \ \ \ \	Ĭ.
	U.S. Department of Education 400 Maryland Avenue, SW Washington, D.C. 20202-5920 Phone: (202) 260-3887		7. \[ \langle \]	أب
	Dear Sir or Madam:			
	This letter is for purposes of inquiry and com Office (FPCO). The underlying issue concern Community College's (SCC) ANGEL electro paper, it appears the system corrupted the pap stored within the system is not what I submitted	s a graded research paper onic distance learning en our electronically, such the	er assignment I submit vironment. Sometime	ted to Seminole after I submitted the
	During the week of September 7, I contacted SCC's administration of records requests und the purposes of obtaining this corrupted "educe personal identifying information (b)(6); (b)(7) requests related to my inquiry and suggested telephone contacts to various college department of the purpose of the appropriate point of contacts to department could not accept a hearing requestion."	er FERPA. I explained recation record" and havin indicated she was no lot contact other departmetents since that time, I hat act. I spoke to the Registant.	my desire make a writt ig it corrected. The doc enger connected with a ents within the college. ave yet to find any part strar's office, and an in	en hearing request for cument bares my administering rules or After numerous by who acknowledges dividual there stated his
	I subsequently contacted (b)(6); (b)(7) at the R unanswered. I therefore redirect my request for the proper authority. I ask for an affirmation of the denial. I have reviewed a policy letter from writings fall within the scope of FERPA. I find letter as to whether, in its opinion, academic particular within the meaning of that agency's rules.	or a hearing to (b)(6); (b)(7) of the hearing request or n FPCO, and it would a ther ask that the FPCO	so that she will for a denial in writing alo ppear that "term paper forward to me and the	ward it to whomever has ng with the reasons for s" and similar academic college an interpretative
	http://www.ed.gov/policy/gen/guid/fpco/ferpa http://www.scc-fl.edu/policies-procedures/po			
	Sincerely,			
(b)	)(6); (b)(7(C)			
	cc:			
	(b)(6); (b)(7(C) 100 Weldon Boulevard Sanford, Florida 32773-6199			
	(b)(6); (b)(7(C)			

100 Weldon Boulevard Sanford, Florida 32773-6199



# WASHOE COUNTY SCHOOL DISTRICT

# Public Policy, Accountability & Assessment

425 East Ninth Street, P.O. Box 30425 Reno, NV 89520-3425 Telephone (775) 348-0201 • FAX (775) 348-0226

Family Policy and Compliance Office 400 Maryland Avenue, SW Washington, D.C. 20202-4605



March 30, 2010

To Whom It May Concern:

Please accept this letter as notification of a violation of the Family Educational Rights and Privacy Act (FERPA) from the Washoe County School District in Reno, Nevada. On March 10, 2010 the (b)(6) (b)(7) of Hunsberger Elementary School sent notes to the entire faculty which contained the first name of a student, the student's initials, and the name of the student's teacher. The notes were of an Intervention Assistance Team meeting and while all of the recipients were teachers, not all had a need to access of the note about progress which constitutes a FERPA violation.

To remedy the situation, the (b)(6); (b) self-reported the violation to the FERPA compliance office in the Washoe County School District (March 17, 2010), secured help from the Information Technology Department in deleting the email from all of the mailboxes of the teachers who did not have an educational need for the record (March 19, 2010), acknowledged her mistake to staff (March 11, 2010) and has scheduled additional training for herself and her staff on April 6, 2010. This training will encompass the rights, rules, and responsibilities of teachers under FERPA.

Additionally, the (b)(6) (b)(7) notified the parent via phone on March 17, 2010 and via letter on March 30, 2010 that the violation occurred and informed the parent of their right to contact your office and your contact information.

		4 D.	A ====	] 
			Asses	smeni
(b)(7(C)				
	unty Sch	unty School Dis	unty School District	<del>5</del> 5

)(7(C)	(b)(6); (b)(7(C)
CONFID	DENTIAL.
May 19, 2008	
Family Policy Compliance Office	
U.S. Department of Education	By <del> </del>
400 Maryland Avenue, S.W.	<b>L</b>
Washington, D.C. 20202-5920	

Re: Family Educational Rights and Privacy Act (FERPA)

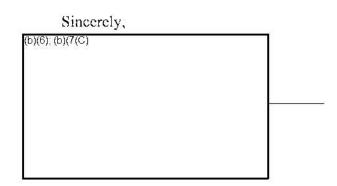
Complaint of (b)(6): (b)(7(C) Change of Address of Counsel

This letter pertains to the complaint of against the Anaheim City School District in Anaheim, California. Please note that the address has changed for the undersigned counsel. Please direct all future correspondence to:

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

As this change of address occurred less than six months ago, any correspondence you sent to our former address should have been forwarded by the post office to us. Other than a September 4, 2007 letter from acknowledging receipt of the complaint, we have not received any additional correspondence from you. If you did attempt to contact us after that date, I would greatly appreciate if you could please re-send any letters to the above address or call us at (b)(6); (b)(7(C))

Thank you for your assistance in this matter.



AMSTERDAM SRUSSELS CHICAGO TASA COLA OTLA OTLA OTLA CHOCAGO SERVIDATE MACENTAL AMONTHER NORTHER NORTHER PARTS SALITILARE CITY SAN FRANCISCO TAIPEL WAS FRANC

)(6); (b)(7(C)	(b)(6); (b)(7(C)
CONFIDENTIAL	
August 29, 2007	
Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue, S.W. Washington, D.C. 20202-5920	
Re: Family Educational Rights and Privacy Act (FERPA) Complaint:  (b)(6): (b)(7(C) School, Anaheim City School District, California	:
<u>Introduction</u>	
(b)(6); (b)(7(C) is a (b)(6); (b)(7(C) preschool student who is (b)(6);	and has School ool bus drivers
that he had a (b)(6); (b)(7(C)) This disclosure was not made for any legiting	egivent en some entret. De El
interest, but instead was made for the sole purpose of inducing the drivers to unl	awfully
discriminate against $(b)(6)$ ; but the basis of his $(b)(6)$ ; $(b)(6)$ ; $(b)(7)(C)$ When $(7)(C)$ mother	r, (b)(6); (b)(7(C)
complained to (b)(6); (b)(7(C) (b)(6); (b)(7(C) of these unauthorized of	disclosures, the
(b)(6): (b)(7) further violated FERPA by taking steps to block (b)(6): (b)(7)(C) from pur	suing her rights
and by intimidating (b)(6); (b)(7(C)) to give permission for a prior unauthorized disc	closure of
(b)(6); (b)(7(C)	
Statement of Facts	
In January 2007 (7(C) began attending a (b)(6); (b)(7) program designed for	or students with
disabilities at (b)(6); (b)(7) which is a public school in the Anaheim City School D	District in
California. (b)(6); (b)(7) is located at (b)(6); (b)(7(C) (b)(7(C) (b)(7(C) (b)(7(C) (b)(7(C) (c) (c)(7(C) 7(C) (c)(7(C) (c)(7(C)(7(C)(7(C)(7(C)(7(C)(7(C)(7(C)(7	phone number
and the District's address is 1001 South East Street, Anaheim, 6	CA 92805, phone
AMSTERDAM BRUSSELS CHICAGO EAST PALO ALTO HOUSTON IRVINE LONDON LO	OS ANGELES

MUNICH NEW YORK NORTHERN VIRGINIA PARIS SALT LAKE CITY SAN FRANCISCO TAIPEI WASHINGTON, DC

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

Family Policy Compliance Office August 29, 2007 Page 2

number (714) 517-7500. The Superintendent of the District is Ms. Sandra Barry. Prior to
enrollment, his parents worked with school officials to develop an individualized
education program (IEP) for (b)(7(C) as required by the Individuals with Disabilities in Education
Act (IDEA). At that time, was attending the Regional Center for disability-related
assistance, and the medical forms (b)(6); (b)(7(C)) was required to complete for the Center (which
included (b)(6); (b)(7(C) were transferred to $(b)(6)$ ; (b)(7 prior to $(b)(6)$ ; (b) enrollment.
On December 20, 2006, (b)(6); (b)(7(C) attended a meeting at (b)(6); (b)(7) with a number of school
officials regarding (b)(6); (b) IEP. Attendees included (b)(6); (b)(7(C)
(b)(6); (b)(7(C)
(b)(6); (b)(7(C) speaks only
(b)(6); (b)(7 and two additional participants. At that meeting (b)(6); (b)(7(C) was
discussed, and all present verbally agreed not to disclose that information to anyone else, inside
discussed, and all present verbally agreed not to disclose that information to anyone else, inside or outside the school district, without (b)(6); (b)(7(C)) prior written authorization.
or outside the school district, without (b)(6); (b)(7(C)) prior written authorization.
or outside the school district, without $(b)(6)$ ; $(b)(7(C))$ prior written authorization.  (b)(6); (b)  will return to $(b)(6)$ ; (b)(7)  this September. At no time during $(b)(6)$ ; (b)  attendance at $(b)(6)$ ; (b)(7)  have $(b)(6)$ ; (b)(7)  cmployees or students been exposed $(b)(6)$ ; (b)(7(C)  Moreover, $(b)(6)$ ; (b)(7(C)
or outside the school district, without (b)(6); (b)(7(C)) prior written authorization.  (b)(6); (b) (7(C)) will return to (b)(6); (b)(7) this September. At no time during (b)(6); (b)(7(C)) attendance at (b)(6); (b)(7(C))
or outside the school district, without $(b)(6)$ ; $(b)(7(C))$ prior written authorization.  (b)(6); (b) will return to $(b)(6)$ ; $(b)(7)$ this September. At no time during $(b)(6)$ ; $(b)(7(C))$ attendance at $(b)(6)$ ; $(b)(7)$ have $(b)(6)$ ; $(b)(7)$ comployees or students been exposed $(b)(6)$ ; $(b)(7(C))$ Moreover, $(b)(6)$ ; $(b)(7(C))$ has never behaved in a way that could theoretically present a risk of such exposure $(b)(6)$ ; $(b)(7(C))$
or outside the school district, without $(b)(6)$ ; $(b)(7)$ prior written authorization.  (b)(6); (b)  will return to $(b)(6)$ ; $(b)(7)$ this September. At no time during $(b)(6)$ ; $(b)(7)$ attendance at $(b)(6)$ ; $(b)(7)$ have $(b)(6)$ ; $(b)(7)$ cmployees or students been exposed $(b)(6)$ ; $(b)(7)$ Moreover, $(b)(6)$ ; $(b)(7)$ has never behaved in a way that could theoretically present a risk of such exposure $(b)(6)$ ; $(b)(7)$ (b)(6); $(b)(7)$ (c)  When $(b)(6)$ ; $(b)(7)$ rides the school bus, he must sit in a

<sup>&</sup>lt;sup>1</sup> All participants signed the document reflecting the results of the IEP meeting (attached hereto as Exhibit A); however, not all names are legible.

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

Family Policy Compliance Office August 29, 2007 Page 3

## **Incident With First Bus Driver**

On March 5, (b)(6); (b)(7(C) bus driver, a short, Hispanic man of approximately 40-45
years of age (name unknown), asked $(b)(6)$ ; $(b)(7(C))$ if $(b)(6)$ ; $(b)(6)$ ; $(b)(7(C))$ and if so,
what was it? The driver said that "the school" had told him to wear gloves, disinfect (C) (C)
seat, and ensure that (b)(6); sat alone in his seat. The driver wanted to know why he had to be so
cautious; he was afraid he might pass on whatever illness (b)(7) had to his grandchildren. At this
time, $(b)(7(C))$ did not have any $(b)(6)$ ; $(b)(7(C))$ other than $(b)(6)$ ; $(b)(6)$ ; $(b)(7(C))$ declined to
state that .(b)(6); (b)(7(C)
Immediately after this incident, (b)(6); (b)(7(C) called (b)(6); (b)(7(C) with
the $(b)(6)$ ; $(b)(7(C))$ who assists $(b)(6)$ ; $(b)(7(C))$ and informed her of the conversation with the
bus driver. (b)(6): (b)(7(C) left two voice messages for (b)(7)(C) At 4:00 p.m. on
March 5, (b)(6): (b)(7(C) returned the phone call, and said, "You called my office and
upset my staff when you told the office clerk that the child was (b)(6); (b)(7(C)
denies having disclosed this information.) (b)(6); (b)(7(C)) went on to state that "the
drivers perhaps made an assumption about the child's (b)(6); (b) and that she "did not handle
transportation." $(b)(6); (b)(7(C))$ then told the $(b)(6); (b)(7)$ she would advise $(b)(6); (b)(7(C))$ to call the
transportation department to find out what happened (i.e., who disclosed the information to the
bus driver), and (b)(6); (b)(7(C)) then screamed, "You do not tell her to call
transportation!" (b)(6): (b)(7(C)) told the (b)(7)(C) not to tell her how to do her job and she would not
tell the (b)(6); (b)(7) how to do hers. (b)(7)(C) then continued yelling, expressing that
she was very upset with (b)(7)(C)
(b)(6); (b)(7(C) hung up and called (b)(7)(C) upon which called the
office. In order to explain the incident with the bus driver, (b)(7)(C) found it
necessary to disclose (b)(6); (b)(7(C)
because $(b)(6)$ ; $(b)(7)$ because $(b)(6)$ ; $(b)(7)$ (unlike the $(b)(6)$ ; $(b)(7)$ herself) speaks both $(b)(6)$ ; $(b)$ and English. Ms.

(b)(6); (b)(7(C)		
(-)(-), (-)(-)		

Family Policy Compliance Office August 29, 2007 Page 4

requested a meeting with the $\frac{(b)(6);(b)(7)}{(C)}$ to discuss her concerns regarding the
confidentiality of (b)(6); (b)(7 records, and stated that she wanted the bus driver to attend this
meeting. (b)(6); (b)(7(C) was told that this was impossible because the situation had been "dealt
with."
First Meeting at (b)(6); (b)(7(C)
Rather than schedule a meeting as (b)(6); (b)(7(C) requested, (b)(6); (b)(7(C) and Ms.
instead approached $(b)(6)$ ; $(b)$ on March 6, $(b)(6)$ ; while she was delivering $(b)(6)$ ; $(b)(6)$ ; $(b)(6)$ ; while she was delivering $(b)(6)$ ;
medicine to the $(7(C))$ office, and directed her to the $(5)(6)$ ; $(5)(7)$ office. At all times during the
ensuing meeting, (b)(6); (b)(7(C) spoke English and (b)(6); (b)(7(C) purported to translate for
(b)(6); (b)(7(C) placed two documents in front of (b)(6); (b)(7(C) and insisted
she sign them. They were preprinted permission forms that had the letterhead of (b)(6); (b)(7(C)
(b)(6); (b)(7(C) and the Anaheim City School District, and stated:
give permission for to be told that my child,, is  I understand that the above mentioned employee has been informed of the  ACSD Board Policy and has been informed of the confidentiality of this matter. A  separate permission slip is required for each employee.
Parent Signature Date
obtain (b)(6); (b)(7(C) and that the second should authorize disclosure of this
information to a woman who, upon information and belief, is named (b)(6); (b)(7(C)) and serves
as a $(b)(6)$ ; $(b)(7(C))$ at $(b)(6)$ ; $(b)(7(C))$ agreed that she had told $(b)(6)$ ; $(b)(7(C))$ of
(b)(6); (b)(7(C) and willingly signed the first form. As to the second form, (C)
<sup>2</sup> Copies of these two forms are attached hereto as Exhibits B and C. (b)(6); (b)(7) ast name appears to be (b)(6); (b)(7) (C) but could be spelled differently.