



FERPA, Parents, and Technology Use

Parents should not have access to U of M email or login credentials.

Students who are allowing parents and spouses access to their University of Memphis email accounts or login information are in **violation** of this policy: IT6003 - Acceptable Use of Information Technology Resources.

Here is an excerpt from that policy that addresses sharing access information.

User access to information technology resources is granted to an individual by the University solely for the grantee's own use. User access privileges must not be transferred or shared, except as expressly authorized by an appropriate University official.

Policy continued....

This principle is intended to help protect the integrity, security, and privacy of user accounts. Sharing access with another individual undermines the security of an account, leaving it vulnerable to abuse by others. Sharing or transferring access may also jeopardize the security of the University's entire information technology system. Keeping passwords secure and attending to an account while logged on are fundamental to the security of an account.

Not sharing access privileges also helps protect against unauthorized activities on an account for which an individual could be held personally responsible. For example, if someone else uses an account with the account holder's permission and violates University policy, including Code of Rights and Responsibilities, the account holder can be charged with the violation and made subject to the same student or employment disciplinary action as the actual user.

Students should not share account information and/or passwords with any other users. University employees should not share passwords with any other employee unless expressly authorized to do so by the appropriate University authority with responsibility for the account.

What should you do if you get an email from a parent or spouse who is using the student's email account?

You can respond with this email:

Hello,

Under University of Memphis policy IT6003 - Acceptable Use of Information Technology Resources, students are not to share their university email address or login information with anyone to include other students and family members. We are unable to respond to this email since the student is not sending us this email and emailing anyone besides the student puts the student data at risk for exposure. The University of Memphis is required to follow FERPA, which is a federal privacy law that protects student data.

Please consult the student concerning any issues and have the student send any email necessary from their University of Memphis email account to appropriate parties.

You may contact the Registrar's Office by putting in a Tiger Help ticket at <http://www.Memphis.edu/tigerhelp> if you have questions about FERPA.

Thank you.

Parent Access to Student Education Record

There are two steps to be considered for parent access. Advisors should send parents this link <https://www.memphis.edu/registrar/students/records/parent-access.php> so they are familiar with their options on reviewing their student information.

Parents should discuss intentions with their student first. The student may share the information needed, avoiding further action for parents. We recommend parents try step 1 before proceeding to step 2:

Step 1. Ask your student to show you the grades in the myMemphis portal. If this isn't practical, then ask your student to complete a [Consent to Release Education Record](#) form; this completed form allows the Registrar to release a copy of the term(s)' grades to you.

Step 2. Complete, and sign a *Parent Request for Disclosure of Education Record Information and Certification of Dependent Status* form. We are required to notify your student in writing that you have requested and will be given a copy of the record, so you may want to give your student some advance warning.

Parents are requesting to meet with the advisor alone, without the student to make the student's schedule for the following semester. Can parents do this?

Under FERPA (Family Educational Rights and Privacy Act), an advisor generally cannot meet with a student's parents without the student present unless the student explicitly provides written consent to share their educational records with their parents, meaning that parents cannot access their child's academic information directly from the advisor without the student's permission.

You can provide this email if a parent asks to meet with you without the student.

Hello,

The student should be present at any advising session. If this is not possible for any reason, we require written, signed consent from the student with a copy of the student's ID to be brought to any session. Parents must also complete the form at https://www.memphis.edu/registrar/pdf-docs/forms/student_release.pdf and turn into the Registrar's Office, following their process as noted on the form.

Thank you.

What about a parent who wants to meet with an instructor with or without the student?

A student's consent to sharing information protected under FERPA merely allows parents to see educational records. It does not require the college to release that information to them. Faculty members can refuse to discuss a student's performance with their parent(s) or guardian(s).

University email usage vs. personal email usage

The University of Memphis email account is the official communication tool. If a student emails you from a personal email account, you should send them this email below. It is impossible to know for sure who cutiepie101@gmail.com is since the student is not authenticated. Students should use U of M email accounts since it is a FERPA liability that someone could email us, and we are releasing student information without proof it is the student.

Hello,

Please use your University of Memphis email so that we can discuss your student record. When you use your University of Memphis email account, you have authenticated, and we can safeguard your student data. Data privacy is very important to the University of Memphis, and we follow the federal privacy law, FERPA, to ensure that all of our student data are protected.

We will look for your email from your University of Memphis email account.

Thank you.

Questions?

Please contact Darla or Sheynah in the Registrar's Office