FLETCHER TECHNICAL COMMUNITY COLLEGE
Policy # 1.510

Confidentiality of Student Records Policy

| Authority: | Registrar's Office | Effective Date: | 08/01/2020 |
| | Enrollment Services | Last Revision: | 08/18/2020 |

PURPOSE:
The purpose of the following policy is to communicate the following security and backup measures Fletcher employs to ensure the confidentiality of student records

POLICY STATEMENT:

Fletcher Technical Community College (Fletcher) protects and ensures the confidentiality and integrity of its students by utilizing stringent security measures. In the Fall 2012 semester, all Louisiana Community and Technical College System (LCTCS) colleges implemented the use of Banner, an institution-wide information system. Banner stores and manages electronic student information, and it provides a series of databases that span many areas of the college.

Documents, such as incoming transcripts and immunization records that are received in the Admissions Office are scanned to create an electronic file. The Admissions Office stores and maintains the hard copies in a secure room inside of Enrollment Services. To ensure and maintain data confidentiality, only Enrollment Services' personnel have access to physical and scanned academic documents.

Security and Backup of Student Records

Students access their records on Banner through a secure web portal, unique usernames, and strong passwords. Fletcher requires all end users to utilize strong passwords by means of the Security Administration of Banner as outlined in the Password Policies and Reset Procedures: IT Policy 4. These passwords are less likely to be compromised by unauthorized access. Instructions on how to log into the system are available to students at the log-in landing page: https://ethos.lctcs.edu/authenticationendpoint/lctcs/login.jsp. Since the implementation of the shared Banner system among all colleges within the Louisiana Community and Technical College System (LCTCS), all electronic student records are replicated to a back-up data center site nightly.

Confidentiality and Integrity of Student Records

Fletcher complies with the Family Educational Rights and Privacy Act (FERPA) of 1974, which prevents the release of information without the students' written consent and protects the privacy of educational records. Access to student records is strictly controlled and limited, and individuals must have legitimate educational reasons to view student records. An outline of student rights related to the release of a student's directory information is found here.

Accessing Student Records

Any college employee requesting access to student records in Banner must first complete the Banner Access Request Form that is maintained by LCTCS's Information Technology Security Administrator, as outlined by the LCTCS Banner Authorization Access Rules and LCTCS Banner Security Access Procedures. Requests for student records access are sent first to the Registrar. The Registrar then determines whether access should be granted and assigns the appropriate security class access. Levels of access, including query-only and update-access, are assigned to individuals based on their employee role. The Registrar then forwards the request to the Office of Information Technology for application of the assigned security class. Network access is managed by the LCTCS Network Account Password Management Policy—Banner ERP Policy PS.4.002.

Termination of Access

A user's Banner access will be terminated when: his/her employment status terminates, he/she no longer needs it to perform job responsibilities or when his/her continued access constitutes a risk to the information technology resources of Fletcher and LCTCS.

Reference: LCTCS Banner Policies (See links below)
Banner Access Authorization Rules
Network Account Password Management Policy
Banner Security Access Procedures

Distribution: Distributed Electronically via College's Internet.

APPROVAL:

Reviewing Council/Entity	Approval Date
Policies and Procedures	8-17-2020
College Council	8-18-2020
Executive Cabinet	8-18-2020

Kristine Strickland

Aug 20, 2020

Kristine Strickland, Ph.D.
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Date

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