Standard 2.B.3.f
Section: The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

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Steps for Analyzing Evidence

Step 1: Review the specific standard section to be analyzed.

Step 2: Read and review the suggested questions identified from the Self-Study Guide about the evidence needed to make a strong case.

Step 3: Carefully review the evidence several times before drawing conclusions or making judgments.

Step 4: Draft a brief one or two paragraph description of what the College is doing to address the standard and its related questions focusing on the facts.

Step 5: Provide a rating of how well the College is addressing the specific standard (see below for scoring rubric). Draft a one or two paragraph explanation for this rating based upon your assessment of the College’s activities in relation to the standard. Pay particular attention to the quality of our involvement and interventions since the last WASC self-study report.

Step 6: Conclude with comments and suggestions relative to the College’s response to the standard.
Scoring Rubric

<table>
<thead>
<tr>
<th>Superior</th>
<th>College has worked on this issue/area and considerable improvement is noted</th>
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<tbody>
<tr>
<td>Satisfactory</td>
<td>College has taken some actions to address the issue/area and some improvement is noted.</td>
</tr>
<tr>
<td>Needs Improvement</td>
<td>College has not adequately addressed the issue/area.</td>
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Step 1: Review the Specific Standard Section

Standard 2.B.3.f: The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

Magnetic tape, microfiche, microfilm, optical disc, and CD Rom technology have been utilized on some student records to ensure that all records are permanently and confidentially maintained and securely backed-up. There was a concerted effort in the past to implement a permanent plan of maintaining student records permanently and securely with emphasis placed on the utilization of CD Technology for the purpose of securely backing-up these permanent records. However, the College has redirected the recourses necessary to continue this effort. As a result student records are placed in cardboard boxes and stored wherever space available. Currently there are approximately 500,000 student (credit) records and 650,000 (noncredit) student records yet to be imaged. These numbers do not include records at the campuses, e.g. John Adams high school records.

Student academic records are maintained in BANNER. Information Technology Services has implemented adequate security and has made provisions for recovery in case of emergencies. The Dean, of Admissions and Records must approve access to student records. Access to levels of student record information is authorized and monitored by an employee’s individual admittance password and computer entry code. Select staff within the Offices of Admissions and Records are authorized to change student records, and the Dean of admissions and Records approves these corrections through appropriate access security code levels. An audit trail of all student record transactions is available and reviewed on a scheduled basis. In addition, students are no longer required to use their social security numbers as their student identification numbers. A student identification number is issued to all students when they submit an admissions application. Students may enter their social security number however it is interchangeable and replaced with their identification number on Banner as well as all documents. Furthermore, credit and noncredit admissions application have been developed, incorporating options for students to request that their directory information be kept confidential. Once the request is made, a “confidential flag” is placed on the student’s admissions record ensuring complete confidentiality from third party request.

The administrative systems are protected by password security, as well as by high-level layer of network security. The BANNER/Student segment is separated by hardware and software filters. System firewalls have been installed for added security.

The offices and departments listed below maintain their own student records. These records are maintained in hard copy and/or database form and stored in boxes, file cabinets and binders.

Listing of Office and Departments:

- Financial Aid
- Extended Opportunity Program and Services (EOPS)
Step 2: Read and Review Self-Study Questions

Suggested questions from the Self-Study Guide to help you think about how best to address the standard:

- What institutional policies govern the maintenance of student records? Are records secure? Does the institution have a policy for release of student records?

"The institution does that have approved Board policy and procedures which govern the maintenance of student records."

"Some student records are secure and are placed in an “off campus facility. However, the majority of student records are not secure and is subject to destruction in the event of a natural disaster culminating in fire or water damage."

"The institution has developed and implemented a policy for the release of student records which is published the College Catalog on an annual basis and in the Schedule of Classes on a by term basis."

Step 3: Review the Evidence

"NOTE: The evidence provided is in solely in reference to the institutional policies and procedures for the release of student records:

- College Catalog
- Schedule of Classes
- CCSF Web Site
- Request to Withhold Directory Information form."

Step 4: Briefly describe how CCSF is addressing this standard
The College is not fulfilling the requirement of this standard. Board policy has not been developed, approved or implemented for the consistent maintenance and security of student records. The College is, however; meeting the standard in reference to the policies and procedures governing the release of student records.

Step 5: Provide rating of how well College meets the standard. Provide written explanation of why you gave that rating.

Our rating for the Standard is:

NEEDS IMPROVEMENT!

The reason we gave this rating is:

The College does not have Board policy in place that governs the permanent maintenance of all student records, insuring that they are secure and confidential with provisions for secure back-up of all files, regardless of the form in which those files are maintained.

Step 6: Comments and suggestions relative to the College’s response to the standard

The College must develop Board policies and procedure that governs the permanent maintenance of all student records, insuring that they are secure and confidential with provisions for secure back-up of all files, regardless of the form in which those files are maintained.

It is suggested that the Board follow the “Retention of Records A Guide for the Retention and Disposal of Student Records” published by the American Association of Collegiate Registrars and Admissions Offices in developing student records maintenance, retention and disposal policies and procedures. In addition, it is suggested that the Board utilize the Family Educational Rights and Protection Act (FERPA) which is a Federal law that protects the privacy of student education records in developing student records policies.