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## **Student Record Security and Confidentiality**

Student records are confidential and protected by the Family Educational Rights and Privacy Act (FERPA) as well as state and university policies. To help understand the rights, responsibilities and security risks associated with student records, employees who access student records are strongly advised to take the online [CCNY FERPA training module](#) and the [CUNY Security Awareness Program](#).

## **Requesting Campus Solutions Roles and Permissions**

Within CUNYfirst Campus Solutions is the environment in which academic records and processes are administered. CUNYfirst faculty and staff accounts are provisioned with security roles and permissions that determine what Campus Solutions screens and data are accessible for each user.

These initial roles may be modified to add or remove functionality as the user's duties or CUNYfirst functionality changes. To maintain compliance with federal, state and university regulations, such role modifications require users to submit the [Campus Solutions Security Access Request Form](#)

Use the following guidelines to complete the form.

1. Employee should complete the **Employee Information Section** and sign the **Confidentiality Agreement** (page 1)
2. **Roles** (pages 1 - 4) determine which screens a user's account can access and should be selected carefully based upon the user's official duties.

For guidance in selecting roles, the following Campus Solutions PDF templates are available:

- Academic Advisor
- Dean and Chair
- Divisional Liaison
- Full-time Faculty with Administrative Role
- Full-time Faculty
- Part-time Instructor

The user's manager (and possibly divisional liaison) and the business owner(s) of the data being accessed (e.g. Registrar, Bursar, Financial Aid director) must approve roles revisions (see authorization signatures below).

Subject matter experts (SMEs) have been designated for each functional area (e.g. student records, student financials, financial aid, procurement, inventory) that can provide guidance understanding and selecting appropriate roles and permissions. Also, each academic division has designated CUNYfirst liaisons that can also provide basic support.

3. **Data Permissions (SACR)** (pages 5 and 6) determine what data can be accessed by a user's account. If another user is known to have access data the applicant is seeking, submit that user's EMPLID and those settings can be applied to the applicants' account.

Copy Data Permissions (SACR) from EMPLID: \_\_\_\_\_

For most users, only the first six parameters are required:

Security Type	Value
<b>Academic Institution</b> List the academic institution(s) that the user can access.	CTY01
<b>Institution / Campus</b>	MAIN
<b>Institution / Career</b> List the career(s) the user can access. (UGRD, GRAD, DOCT etc)	UGRD, GRAD, DOCT
<b>Academic Program</b> List the academic program(s) that the user can access Or assign ALL.	<input checked="" type="checkbox"/> All or <input type="checkbox"/> Specific _____
<b>Academic Plan</b> List the academic plan(s) that the user can access Or assign ALL.	<input checked="" type="checkbox"/> All or <input type="checkbox"/> Specific _____

**Academic Institution** is a college's code designation, City College is CTY01.

**Institution / Campus:** MAIN

**Institution / Career** determines access to undergraduate (UGRD), graduate (GRAD), or doctoral (DOCT) records.

**Academic Plan** is the area of study, such as a major, that exists within an academic program or academic career. Some examples would be "Masters Degree" or "Nondegree Undergraduate." If Academic Program is Non-Degree Undergrad then the academic plan will be Non-Degree.

**Academic Program** is the degree track in which a student is participating, such as "Undergrad." If a student is not seeking a degree, the Academic Program will be "Non Degree Undergrad."

**Academic Org** limits the scope of student record data an account can access by division, department or program. Critical functions such as Class Permissions (used to override closed sessions, prerequisites, and required consent) are delimited by the Academic Org. So, for example, an advisor who only needs access to City College Philosophy student records should be assigned the Academic Org: PHIL-CTY.

Accounts can be assigned multiple Academic Orgs. When requesting Academic Orgs for a user's account only assign those applicable to the user's official duties.

The following table lists currently available Academic Orgs. Those highlighted and in bold are division-wide or encapsulate all the departments within the respective division.

**Student Groups** are grouping of students that share a common characteristic for various business processes, e.g., honors students, athletes, SEEK, veterans, etc. For example, the FRSH group can be used to require entering freshmen to consult with an advisor in order to grant students' access to enroll in classes. Most service indicators are applicable only to the administrative offices (i. e. Bursar, Registrar, Admissions, Financial Aid and Student Affairs).

**Service Indicators** are codes that can be placed on or released from student's account to modify its functionality. A negative service indicator can prevent a transaction from occurring (e.g., registration block, or transcript block, graduation processing). A positive service indicator can grant special accommodations (e.g., veterans' services, early registration). Service indicators typically display a brief explanation on the student's record and the office to contact.

To assigned service indicator to an employee's account four attributes to consider:

1. **Service Indicator Code**
2. **Reason Code(s)** associated with that service indicator code,
3. whether the user should be able to **Place** (apply) the indicator, and
4. whether the user should be able to **Release** (remove) the indicator.

Most service indicators are applicable only to staff in the offices of the Bursar, Registrar, Admissions, Financial Aid and Student Affairs. However, administrators and advisors in academic divisions and special programs use advisement (ADV), dismissal (DIS), and GPA hold (IVR) service indicators.

When considering service indicators, separately assess whether the business process being performed by the employee requires the ability to place and to release the indicator. For example, if a particular advisor should have the ability to place but not remove the GPA stop service indicator enter 'IVR IVR place'.

The following table contains service indicators in use by academic divisions that were migrated from the legacy student information management system (SIMS). Particularly noteworthy is the ADV ADV service indicator, which is applied by the office of Admissions to all incoming students requiring them to seek advisement before they are allowed to register for classes.

4. **Authorization Signatures** are critical to the account provisioning process.
  - **Manager (Dean, Chair, Director) approval signature** (page 6)  
The employee's manager, departmental or divisional CUNYfirst liaison are responsible for ensuring that all required fields are completed and necessary signatures are acquired before the form is submitted for processing.
  - **Business Owner approval signature** (page 6)  
For access to Campus Solutions roles and data permissions the user must acquire the signatures of the business owner. On the form roles are grouped into clusters that, unless otherwise stated, are under the auspices of the Registrar including Common, Self-Service, Student Records (SR). These roles require the

signature of the Registrar for approval.

Financial Aid roles require the signature of the Director of Financial Aid:

Add Delete		<b>Financial Aid Roles</b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_PELL_Campus_Coord Assign to Campus Pell Coordinator
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_PELL_PAYMENT_REPORTING Access to PELL Payment Reporting pages
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSFA_Assistant_Aid_Leborad EA Assistant Aid Leborad Interface

Student Financials roles require the signature of the Bursar:

Add Delete		<b>Student Financials (Bursar) Roles</b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Base_Student_Financial This role should be assigned to all Student Financials users.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Administer_Cashiering Assign to users who administer cashiering functions.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSSF_Cancellation Assign to SF Cancellation users.

Similarly, Admissions Office Roles require the signature of the Director of Admissions (currently there is not signature line for the Director of Admissions, whose signature is required nonetheless).

Add Delete		<b>Admissions Office Roles</b>
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Add_Applicant Assign to staff that are responsible for adding applications.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Administer_Admissions Assign to staff responsible for administering admissions and running admissions process.
<input type="checkbox"/>	<input type="checkbox"/>	CU_CSAD_Update_Applicant Assign to staff responsible for adding, updating

**5. Submission to CCNY Service Desk**

Once the form has been completed the user or user’s supervisor is responsible for submitting it to the CCNY Service Desk. The Service Desk will in turn upload it into the Customer Relations Management (CRM) ticketing system, which is used to help regulate CUNYfirst workflow.

Within five business days, CCNY’s Application Security Liaisons (ASLs) will apply the requested roles and data access privileges.

Division	Academic Department, Division, Office	Academic Organization Code
Architecture	Architecture	ARCH-CTY
Architecture	Landscape Architecture	LAAR-CTY
Architecture	School of Architecture	SOA-CTY
Architecture	Urban Design	UD-CTY

Architecture	Urban Landscape	UL-CTY
CCNY	City College of New York	CCNY-CTY
CCNY	City College of New York	CTY01
Colin Powell	American Studies	AMST-CTY
Colin Powell	Anthropology	ANTH-CTY
<b>Colin Powell</b>	<b>Division of Social Sciences</b>	<b>SSC-CTY</b>
Colin Powell	Economics	ECO-CTY
Colin Powell	International Relations	IR-CTY
Colin Powell	Psychology	PSY-CTY
Colin Powell	Public Services Management	PSM-CTY
<b>Colin Powell</b>	<b>Social Science</b>	<b>SOSC-CTY</b>
<b>Colin Powell</b>	<b>Social Science</b>	<b>SSCI-CTY</b>
Colin Powell	Sociology	SOC-CTY
Colin Powell	Women Studies	WS-CTY
CWE	Center for Worker Education	CWE-CTY
CWE	Center for Worker Education	WRKED-CTY
CWE	Interdisciplinary Arts and Sciences	IAS-CTY
Education	Childhood Education	EDCE-CTY
<b>Education</b>	<b>Education</b>	<b>EDUC-CTY</b>
Education	Leadership Education	EDLS-CTY
Education	School of Education	SOE-CTY
Education	Secondary Education	SECED-CTY
Engineering	Biomedical Education	MED-CTY
Engineering	Biomedical Engineering	BME-CTY
Engineering	Chemical Engineering	CHE-CTY
Engineering	Civil Engineering	CE-CTY
Engineering	Computer Science	CSC-CTY
Engineering	Electrical Engineering	EE-CTY
<b>Engineering</b>	<b>Engineering</b>	<b>ENGR-CTY</b>
<b>Engineering</b>	<b>Grove School of Engineering</b>	<b>GROVE-CTY</b>
Engineering	Mechanical Engineering	ME-CTY
Humanities	Art	ART-CTY
Humanities	English	ENGL-CTY
Humanities	Foreign Languages & Literature	LANG-CTY
Humanities	History	HIST-CTY
<b>Humanities</b>	<b>Humanities and the Arts</b>	<b>HART-CTY</b>

Humanities	Latin American & Latino Studies	LALS-CTY
Humanities	Media & Communication Arts	MCA-CTY
Humanities	Music	MUS-CTY
Humanities	Philosophy	PHIL-CTY
Humanities	Political Science	PSC-CTY
Humanities	Speech	SPCH-CTY
Humanities	Theatre and Speech	THSP-CTY
OTHER	Administrative	ADMIN-CTY
OTHER	CUNY Honors College	HONOR-CTY
OTHER	CUNYBacc & Interdisc.Stds	CBUIS-CTY
OTHER	Health & Physical Education	HEPE-CTY
OTHER	Program	PROG-CTY
OTHER	Registrar's Office	REG-CTY
OTHER	SEEK	SEEK-CTY
Science	American Museum Natural Hist	AMNH-CTY
Science	Biology	BIO-CTY
Science	Chemistry	CHEM-CTY
<b>Science</b>	<b>Division of Science</b>	<b>DIVSCI-CTY</b>
Science	Earth and Atmospheric Science	EAS-CTY
Science	Mathematics	MATH-CTY
Science	Physics	PHY-CTY
<b>Science</b>	<b>Science</b>	<b>SCI-CTY</b>
Sophie Davis	Physician's Assistant	PA-CTY
<b>Sophie Davis</b>	<b>School of Biomedical Education</b>	<b>BMED-CTY</b>

Service Indicator Code	Reason Code	Department/ Program	Description	Message
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ADV	ADV	Admissions	Advisement Required	
ADV	ARCH	Architecture	Advisement Required	A STOP has been placed on your record by the School of Architecture. Please visit Room 002 in the Spitzer School of Architecture for further assistance.
ADV	EDUC	Education	Advisement Required	See your Advisor in the Education Department.
ADV	ENGMT	Engineering	Advisement Required	Engineering Math STOP
ADV	DENGR	Engineering	Advisement Required	A STOP has been placed on your record by the Office of the Graduate Dean of Engineering. Contact that office for further assistance.
ADV	ENGR	Engineering	Advisement Required	See your Advisor in Engineering for registration approval.
ADV	GAC	Gateway Academic Center	Advisement Required	A STOP has been placed on your records by the Gateway Academic Center. For further assistance, you must meet with your Academic Advisor.
ADV	ENGL	Humanities and Arts	Advisement Required	No Web Registration is permitted in the MFA in Creative Writing or the MA in Literature. Please register in person in the Department of English
ADV	GSPAN	Humanities and Arts	Advisement Required	No Web Registration is permitted in the MA in Spanish program. Please contact the Director of the Program.
ADV	HUM	Humanities and Arts	Advisement Required	A STOP has been placed on your record by the Division of Humanities and Arts. Please visit NAC 5/225 for further assistance.
ADV	MUSIC	Humanities and Arts	Advisement Required	Please see your Music Advisor
ADV	SCI	Science	Advisement Required	A STOP has been placed on your record by the Division of Science. For further assistance, please visit that office.
ADV	BIOMED	Sophie Davis	Advisement Required	A STOP has been placed on your record by the School of Biomedical Education. Please visit HR-102 for further assistance.
DIS	DIS	ALL	Academically Dismissed	
EXW	EXW	Engineering	12 or More Credits of W Grades	
IVR	IVR	ALL	Academic Deans GPA STOP	

Area	Subject Matter	E-mail	Phone	Location
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	<b>Expert</b>	<b>@ccny.cuny.edu</b>	(212) 650-	
Registrar/ Student Records	Daniel Matos	dmatos@ccny.cuny.edu	x8150	A 102
Registrar/ Student Records	Anna-Lize Harris	aharris@ccny.cuny.edu	x7855	A 102
Bursar/ Student Financials	Joseph Boselli	jboselli@ccny.cuny.edu	x8501	A 103
Bursar/ Student Financials	Anne-Marie Ebanks	aebanks@ccny.cuny.edu	x8578	A 103
Admissions	Joseph Fantozzi	jfantozzi@ccny.cuny.edu	x7865	A 101
Admissions	Alan Sabal	asabal@ccny.cuny.edu	x6444	A 101
Financial Aid	Arshaw Ramkaran	aramkaran@ccny.cuny.edu	x5824	A 104
Financial Aid	Lourdes La Cotera	llacotera@ccny.cuny.edu	x6354	A 104
Colin Powell School	Leslie Galman	lgalman@ccny.cuny.edu	x6412	NA 6/141
Colin Powell School	Kamilah Briscoe	kbriscoe@ccny.cuny.edu	x7397	SH 542
Division of Humanities and Arts	Melissa Oden	moden@ccny.cuny.edu	x7379	NA 5/225
Grove School of Engineering	Dean Ardie Walser	walser@ccny.cuny.edu	x8030	ST 152
Sophie Davis School of Biomedical Education	Maria Jimenez	mjimenez@ccny.cuny.edu	x7156 / x7160 / x8291	HR 102
Interdisciplinary Studies	Deborah Edwards- Anderson	edwa@ccny.cuny.edu	(212) 925- 6625 x235	25 Broadway - 7th Floor
Division of Science	Elizabeth Rudolph	erudolph@ccny.cuny.edu	x6474	MR 1320
Spitzer School of Architecture	Sara Morales	smorales@ccny.cuny.edu	x8748	SSA 133

Spitzer School of Architecture	Hannah Borgeson	hborgeson@ccny.cuny.edu u	x5663	SSA 120
School of Education	Stacia Pusey	spusey@ccny.cuny.edu	x5354/ x6239 / x6296	NA 3/223A

#### FERPA Restrictions

Educational records are kept by University offices to facilitate the educational development of students. Faculty and staff members may also keep informal records relating to their functional responsibilities with individual students.

A federal law, the Family Educational Rights And Privacy Act of 1974 (also known as FERPA, and the Buckley Amendment) as amended, affords students certain rights concerning their student educational records. Students have the right to have some control over the disclosure of information from the records. Educational institutions have the responsibility to prevent improper disclosure of personally identifiable information from the records.

WHEN IN DOUBT, err on the side of caution and do not release student educational information. Contact the Office of the Registrar for guidance.

[U.S. Department of Education Family Educational Rights and Privacy Act \(FERPA\)](#)

<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>