



Record Requests

Student Records (FERPA) vs. Texas Public Information Act (TPIA)

&

GovQA for Public Information Requests

Agenda

- Definitions
 - District Records
 - Student Records
- Student Records Requests (FERPA)
- District Records Requests (TPIA)

District Record

Per Board Policy CPC (Legal)

- “Local government record” means **any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information-recording medium, regardless of physical form or characteristic** and regardless of whether public access to it is open or restricted under the laws of the state, created or received by a district or any of its officers or employees, pursuant to law or in the transaction of public business. The term does not include:
 1. Extra identical copies of documents created only for convenience of reference or research by district officers or employees.
 2. Notes, journals, diaries, and similar documents created by a district officer or employee for his or her own personal convenience.
 3. Blank forms, stocks of publications, and library and museum materials acquired solely for the purposes of reference or display.
 4. Copies of documents in any media furnished to the public under the Open Records Act or other state law.

Local Government Records Act, Chapter 201, Local Government Code

Student Records

Per Board Policy FL (Legal)

- A cumulative record shall be maintained for each student from enrollment in a District school until withdrawal or graduation from the District. This record shall move with the student from school to school while the student is enrolled in the District. Upon withdrawal or graduation, the record shall be maintained at the last school of attendance. Records for non-enrolled students shall be retained for the period of time required by law. No permanent records may be destroyed without explicit permission from the Superintendent and/or records management officer.
- The **campus principal** is **custodian of all records** for active enrolled students. The Superintendent or designee is the custodian of records for all inactive students who have withdrawn or graduated.
- The **custodian of records** shall be responsible for the education records of the District.



District Records

Student Records

Student Records (FERPA)

- Family Educational Rights and Privacy Act
- Generally - Full access to “parents,” but extremely limited access to anyone else

Common Student Record Requests

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

NOTE: Any request for records other than “educational records,” must be processed under the Texas Public Information Act.

Requestor	Request	Proper Documentation	Processed By	Deadline
Request from Parent or Eligible Student	Online (Scribbles) or in writing, ID confirmed	Written request placed in student folder. Online request retained by system.	Campus	45 days per FERPA
District Employee with Educational Interest	None required	Not required	Campus	ASAP
Request from CPS	Any format, as long as properly identified as DPS	Place copy of request in student folder.	Campus or Document Services	ASAP
Court, Attorney, or Record Retrieval Service	Written request with authorization and/or subpoena	Place a copy of request in student folder.	Document Services	45 days per FERPA or in compliance with subpoena
Education Verification – only directory information provided	Online (Scribbles) or in writing	Written request placed in student folder. Online request retained by system.	Campus	10 business days
Third Party with signed authorization by Parent or Eligible Student	Online (Scribbles) or in writing	Written request placed in student folder. Online request retained by system.	Campus or Document Services	45 days per FERPA
Directory Information – individual student	Online (Scribbles or GovQA) or in writing	Written request placed in student folder. Online request retained by system.	Campus or Document Services	10 business days
Directory Information – multiple students or campus/district list	Online (GovQA) or in writing	Online request retained by system.	Campus or Document Services	10 business days
District Campus Designated SRO	Educational Interest	Not required	Campus	ASAP
Outside Law Enforcement	Requires written request with authorization or subpoena	Written request placed in student folder. Online request retained by system.	Campus or Document Services	45 days per FERPA or in compliance with subpoena

Processing Student Records Requests

Request for “educational records” are processed by the campus records clerk or registrar and/or Document Services depending on who and/or how the records are requested.

- Request should be processed and tracked through Scribbles (ScribOrder).
- Refer Requestor’s to District webpage or Scribbles at <https://iisdtx.scriborder.com/>
- Employee portal for processing- Contact Document Services for access and training information.

District Records (TPIA)

- Texas Public Information Act (TPIA or PIA)
- AKA Open Records Requests or ORR
- Generally – Government entities strive for FULL transparency. Full access to all citizens with extremely limited exceptions

When your campus or department is asked for responsive records to a TPIA, please **provide any and all records** that are responsive to the request. We need a clean copy of all the records. Document Services and Legal will review the records to ensure they are responsive and protect any confidential information.

Public Information

Per Board Policy GBA (Legal)

- Public information is available, at a minimum, to the public during a district's normal business hours. *Gov't Code 552.021*

Per Board Policy CPC (Legal)

- “Custodian” means the appointed or elected public officer who by the state constitution, state law, ordinance, or administrative policy **is in charge of an office that creates or receives local government records.**

Public Information Request

Per Section 552.001 of the Government Code:

- **TPIA.** The Texas Public Information Act (the “Public Information Act” also known as the “Open Records Act” or “Freedom of Information”) gives the public the right to request access to government information.
- **Making a Request.** Public Information Act (the “Act”) is triggered when a person submits a written request to the District. The request must ask for records or information already in existence. The Act does not require the District to create new information, to do legal research, or to answer questions.

Processing Public Information Requests

District personnel may receive TPIA requests through any of the following means. Please follow the directions below to ensure these requests are and handled properly by the District. Significant penalties can result from the mishandling of TPIA requests.

- **Online** – requestor submits at <https://irvingtxisd.mycusthelp.com/WEBAPP/rs/supporthome.aspx>.
- **U.S. Mail** - scan **immediately** to Document Services or upload in GovQA.
- **Email** - requires a reply of: *“All requests for public information are processed in accordance with the Texas Public Information Act. Please submit your request at:*
[https://irvingtxisd.mycusthelp.com/WEBAPP/rs/\(S\(qfol1to5fstyqhc1wtvvd1h\)\)/supporthome.aspx](https://irvingtxisd.mycusthelp.com/WEBAPP/rs/(S(qfol1to5fstyqhc1wtvvd1h))/supporthome.aspx); or directly to open_records_request@irvingisd.net.
- **Fax** - must be faxed directly to Document Services at 972-252-4754.
- **In Person** – requestors should be directed to Document Services located at Irving ISD’s Service Center, 3620 Valley View, Irving, Texas.

Processing Public Information Requests (GovQA)

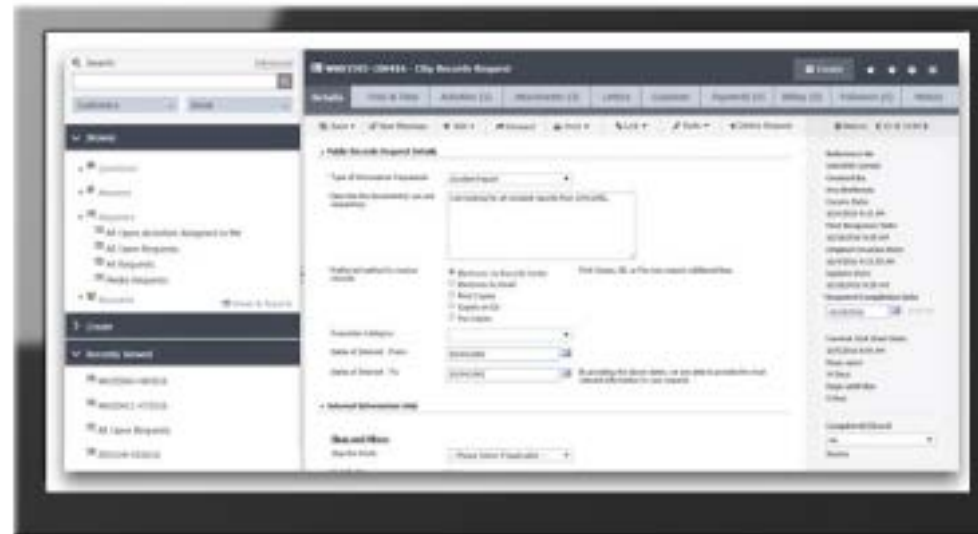
Document Services serves as the primary contact for processing all written requests for documents sent to Irving ISD.

- Requests will be processed and tracked through GovQA as of February 1, 2017.
- Refer requestors to the district webpage or GovQA portal - <https://irvingtxisd.mycusthelp.com/WEBAPP/rs/supporthome.aspx>
- Employee portal for processing – Contact Document Services for access and training information.
 - Campus End Users – Principal (primary) and Secretary (backup)
 - Administrative End Users – Department Administrator (primary) and Assistant/Secretary (backup)

GovQA Portal

New Staff Interface

Fewer Clicks. More Intuitive.



Our Solutions

Public Records Management
311 Citizen Engagement

Non-Emergency Reporting
Community Development

Social Media Archiving
City-Wide Mobile App

Requestor Portal

Direct anyone
requesting “district
records” to our district
webpage or this portal.

https://irvingisd.mycusthelp.com/WEBAPP/_js/SitqyywmvSogsnhbr3n

REQUESTS FOR PUBLIC INF...

File Edit View Favorites Tools Help

Irving Independent School District

Irving ISD Request Center

- Home
- FAQs
- Submit a Request
- My Request Center
- Back to Irving ISD Website

Top FAQs

Summary

- How are written questions to the Irving ISD treated under the Public Information Act?
- How do I obtain information regarding the Public Information Act?
- How will I receive the records in response to my request?

My Records Center

Track the status of requests, manage account information, and download your records by logging into your account.

Submit a Records Request

Submit a Public Records Request to the Irving ISD

View Knowledge-Base

Search for an answer to a specific question
Browse frequently asked questions

Browse the Public Records Archive

Browse previously released records

Powered by GovQA



Employee Portal

Add to your desktop or favorites

This is where you will sign in, when you are involved in a public information request.

First time you sign in or if you forget your password, select this link and your login information will be emailed to you.





The screenshot shows a login page for GovQA. At the top, the text "Contact Document Service for URL" is visible. The main heading is "GovQA" in red and blue. Below it, the text "Login to your account" is displayed. There are two input fields: "Username" with a person icon and "Password" with a lock icon. A blue "Login" button is positioned below the fields. At the bottom, there is a link "Forgot your password?" with a dotted underline. A yellow arrow points from the text on the left to this link.

Need assistance with login information, contact Document Services at ext. 5139.

Password



 Save	 Return to Previous Page
Name:	Test User
Login:	testuser
*Old Password:	<input type="text"/>
*New Password:	<input type="text"/>
*Confirm New Password:	<input type="text"/>

The first time you sign in you will need to reset your password or any time you forget your password and need to reset it.

Enter Old and New Password, then select "Save."

First Log In

File Edit View Favorites Tools Help

Q Search [Advanced](#)

Enter Requests Reference No

Requests Reference No

Browse

- Answers
- Requests
- Billing

Manage Views and Reports

Create

Recently Viewed

Preferences

Save Return to Previous Page

Preferences

Home Page:

Results Per Page:

Default QuickPane:

Language:

Collapse Tools:

Respond In New Window:

Default Spell Check Option:

My Profile

Title:

Phone Number:

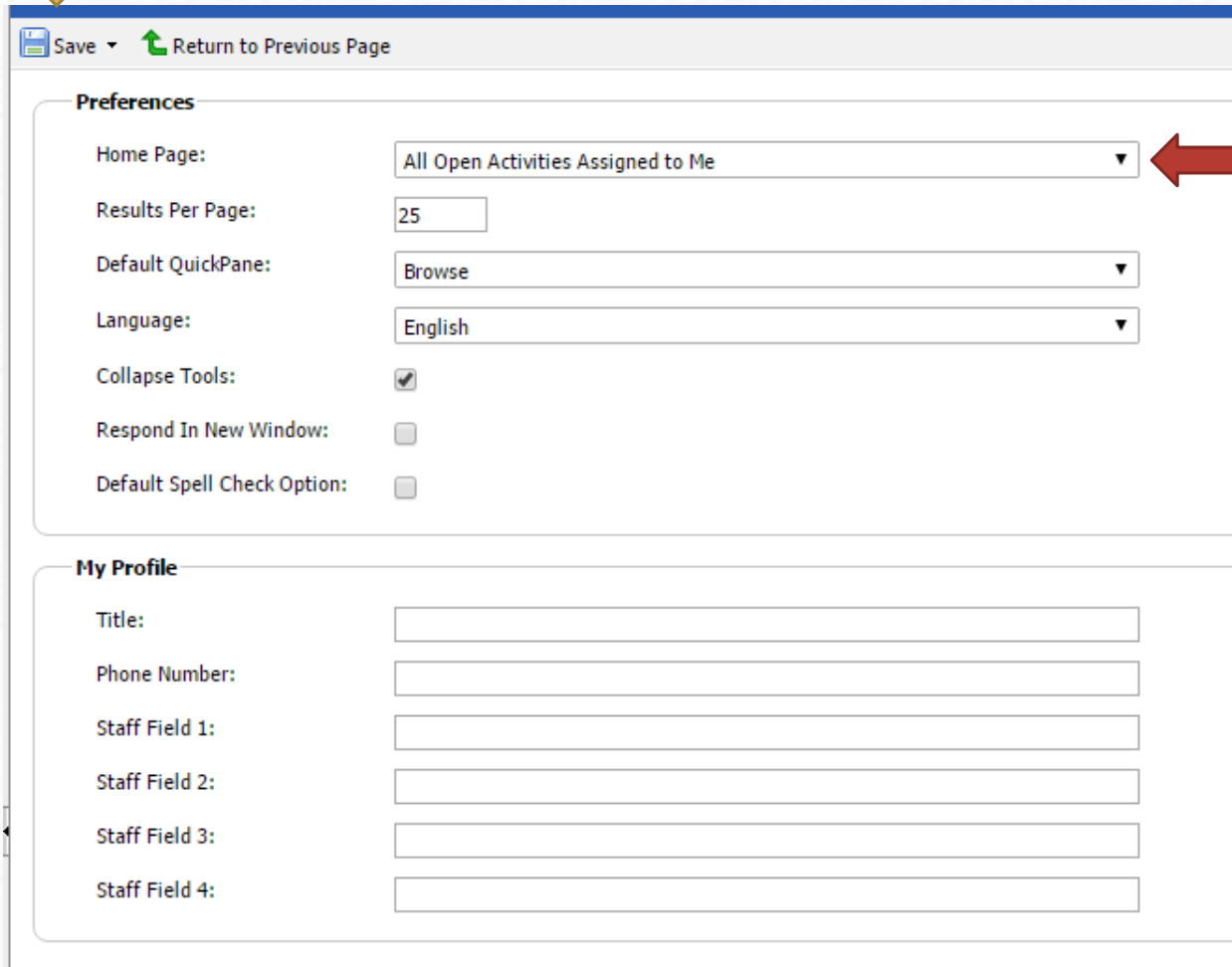
Staff Field 1:

Staff Field 2:

Staff Field 3:

Staff Field 4:

Set Preferences



Save ▾ Return to Previous Page

Preferences

Home Page: All Open Activities Assigned to Me ▾

Results Per Page: 25

Default QuickPane: Browse ▾

Language: English ▾

Collapse Tools:

Respond In New Window:

Default Spell Check Option:

My Profile

Title:

Phone Number:

Staff Field 1:

Staff Field 2:

Staff Field 3:

Staff Field 4:

Select Drop Down Arrow:

You will receive a list of options, select “All Open Activities Assigned to Me.”

Then Select “Save.”

Other Tools



Look at the right-hand corner of your screen:



HOME - This will return you to your home screen, which is the screen you set as your home page in Preferences.



GO TO – This brings you to a drop down list of quick go to location, such as Home, Answers, Customers, Public Portal, Requests, etc.



OPTIONS – This brings you to a drop down list of options, such as Preferences, Views, Password, Responses, etc.



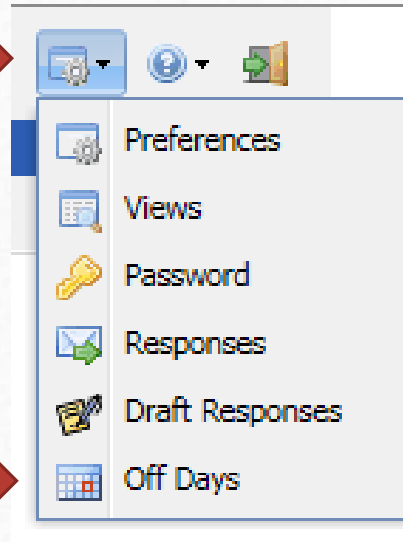
HELP – This brings you to a drop down list of options, such as Find Answers, Ask a Question, Make a Request, etc.



LOGOUT – This button will log you out of the system.

Off Days

Select
“Options”
button,
then “Off
Days.”



Our school
calendar is already
entered.

You can add
personal and sick
days you take off
to your
preferences.

Here you can also
designate your
“Backup Staff”
from the
dropdown list of
users.

The screenshot shows the 'Off Days' configuration page. At the top, there are 'Save' and 'Return to Previous Page' buttons. Below is a text instruction: "Indicating the regular work and weekend days you will be out of the office ensures no issues will be assigned to you while you are away. Select/de-select all the regular work days you will be away by clicking the days in the calendar. Press the Save button when finished." Below the text are two dropdown menus for 'January' and '2017'. A calendar grid shows days from 1 to 31. A legend below the calendar identifies: Regular work days (light grey), Non-work days (blue), Holidays (orange), and Requested off-days (brown). At the bottom, there is a 'Backup Staff:' dropdown menu. Yellow arrows point from the text on the left to the 'January' dropdown, the calendar grid, and the 'Backup Staff:' dropdown.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Legend:
Regular work days (light grey)
Non-work days (blue)
Holidays (orange)
Requested off-days (brown)

Backup Staff:

Designating “Backup Staff” will send them notifications of activities & deadlines for requests assigned to you.

Search Advanced

Enter Requests Reference No

Requests Reference No

Browse ^

- Requests
 - All Open Activities Assigned to Me
 - All Open Requests
 - All Open Requests Assigned to Me
 - All Open Requests Assigned to My Department
 - All Requests
 - Items I am Following
 - Open Activities Where I Am Mentioned
 - Open Requests Where I Am Mentioned

Manage Views



You want to focus on your “Open Activities Assigned to Me.”



You can also see “All” request assigned to you and your department.

Your selections in this column determine what you see on your main screen.

This is your main screen, this screen shows the task screen you have selected, "Allow Open Request."

The screenshot shows a web application interface. On the left is a sidebar with a search bar and a 'Browse' section containing a tree view of navigation options. The main content area is titled 'All Open Requests' and displays a table of records. A yellow arrow points to the search bar, and a red arrow points to the 'All Open Requests' title. Another red arrow points to the 'All Open Requests' option in the sidebar. The table contains three rows of request data.

	Reference No	Create Date	Request Status	Assigned Dept	Assigned Staff	Customer Full Name	Company Name	Public Record Desired	Required Completion Date
<input type="checkbox"/>	W000127-012417	1/24/2017 2:29 PM	Full Release	Legal	PIA Admin	Joe Puuri	WebQA	TEST REQUEST	2/7/2017 8:00 AM
<input type="checkbox"/>	W000126-011917	1/19/2017 3:10 PM	Invoice Past Due	Legal	PIA Admin	Joe Puuri	WebQA	Test request!	2/2/2017 8:00 AM
<input checked="" type="checkbox"/>	W000125-011217	1/12/2017 5:06 PM	Invoice Past Due	Legal	PIA Admin	Joe Puuri	WebQA	Test Request!!	1/26/2017 8:00 AM

NOTE: Each request assigned to you or your department will be listed depending on the list you have selected.

Select a Request

<input type="checkbox"/>	Reference No ▾	Create Date	Request Status	Assigned Dept	Assigned Staff	Customer Full Name	Company Name	Public Record Desired	Required Completion Date
<input type="checkbox"/>	W000127-012417	1/24/2017 2:29 PM	Full Release	Legal	PIA Admin	Joe Puuri	WebQA	TEST REQUEST	2/7/2017 8:00 AM
<input type="checkbox"/>	W000126-011917	1/19/2017 3:10 PM	Invoice Past Due	Legal	PIA Admin	Joe Puuri	WebQA	Test request!	2/2/2017 8:00 AM
<input checked="" type="checkbox"/>	W000125-011217	1/12/2017 5:06 PM	Invoice Past Due	Legal	PIA Admin	Joe Puuri	WebQA	Test Request!!	1/26/2017 8:00 AM



Click on the Reference No. to open a request.

Detail Tab shows all the details about the selected request.

W000128-012617 - Public Information Act Request

Details | Fees & Time | Activities (0) | Attachments (0) | Letters (0) | Customer | Billing (1/0) | History

Save | New Message | Add | Forward | Print | Print Attachments | Tools | Return | 1 of 3

This Request has an outstanding balance due of **\$5.00**. See the [Billing Tab](#) for more information.
This Customer has an outstanding balance due of **\$36.05**. See the [Customer Page](#) for more information.

Public Information Act Request Details

Type of Record(s) Requested: Finance
Describe the Record(s) Requested: TEST REQUEST *Be as specific as possible. Failure to provide specific information will result in the delay of fulfilling your request. Please provide all information you have concerning your request.*
Preferred Method to Receive Records: Electronic via Records Center

In making this request I understand that the information will be released only in accordance with the Public Information Act and the Irving ISD reserves the right to seek an opinion from the Texas Attorney General with regard to the release of said information. If an Attorney General's opinion is sought by the Irving ISD, you will be notified in writing.

*I Agree: **By checking the "I Agree" box, you agree and acknowledge your electronic signature is valid and binding in the same force and effect as a handwritten signature.**

PIA Activities
Cost Estimate Activities
Provide Records Activities
Exemptions

Message History

Date
On 1/26/2017 1:55:44 PM, System Administrator wrote: Request was created by staff

Reference No
W000128-012617
Created By
System Administrator
Create Date
1/26/2017 1:55 PM
Original Creation Date
1/26/2017 1:55:44 PM
Update Date
1/26/2017 2:08 PM
***Required Completion Date**
02/09/2017 8:00 AM

Current SLA Start Date
1/27/2017 8:00 AM
SLA Age
0 Days
SLA Days Left
9 Days

Completed/Closed
No
Status
Estimate Sent
Priority
Medium
Assigned Dept
Legal
Assigned Staff
PIA Admin

Customer Name
Joe Puuri
Email Address
jpuuri@webqa.net
Phone
630-633-7338
Source

3:15 PM

By clicking this button, you can see all the activities assigned to a request. This will show you all the departments assigned to this request.

Activity Details

*Due Date: 01/24/2017

Activity Type: Provide Records

Assigned Dept: Athletics

Assigned Staff: Test User

Summary: Please provide records

Email:

Records:

Complete:

Notify Assigned Staff of Request When Complete Using:

Activity Reminder

Date :

Time: 1 00 AM

Type: Email Screen Prompt

Existing Activities

	Due Date	Activity Type	Assigned Dept	Assigned Staff	Notes	Complete
	1/24/2017	PIA Intake	Athletics	Test User	Please complete the PIA form.	<input checked="" type="checkbox"/>
	1/24/2017	Provide Records	Athletics	Test User		<input checked="" type="checkbox"/>
	1/24/2017	Provide Records	Athletics	Test User	Please provide records	<input type="checkbox"/>



The PIA Intake form will always be the first activity received, which determines if you have any responsive records and how we will proceed in processing the request.

Please answer the questions to the best of your ability. If you need assistance, please contact Document Services.

Existing Activities

	Due Date	Activity Type	Assigned Dept	Assigned Staff	Notes	Complete
	1/24/2017	PIA Intake	Athletics	Test User	Please complete the PIA form.	<input checked="" type="checkbox"/>
	1/24/2017	Provide Records	Athletics	Test User		<input checked="" type="checkbox"/>
	1/24/2017	Provide Records	Athletics	Test User	Please provide records	<input type="checkbox"/>

PIA Intake Details

Do you have responsive records for this request?:

- YES
- NO



if 'NO', you do not need to continue.

Are you aware of another employee and/or department that may have responsive records?:

- Yes
- No

If YES, please identify:

if multiple departments, separate with commas

Are you aware of any confidential or privileged information in the responsive records?:

- Yes
- No

If YES, please identify:

Excluding your district email address, do you have electronic records responsive to the request on district or personal electronic devices (e.g. cell phone, personal email account, network drives, etc.):

- Yes
- No

Are you able to produce the responsive records to Document Services within 5 business days?:

- Yes
- No

If NO, state the amount of time needed and reason:

Do the records contain student information?:

- Yes
- No

What type of records do you have?:

- Paper
- Technology - Pull emails
- Electronic



Select all that apply

Are there more than 50 pages of responsive records?:

- YES
- NO

Will this require substantial labor, cost to district, or programming?:

- YES
- NO



NOTE: You do not have to worry about pulling responsive emails. If you have responsive emails, please select, Technology – Pull emails.

Uploading Responsive Documents

Your tabs will vary depending on your authority. End Users should have an “Attachments” tab when the request is assigned to you. Select this tab to upload documents. Then select “Add” and “File” from the drop down list.

W000127-012417 - Public Information Act Req

Details Fees & Time Activities (4) **Attachments (3)** Letters (0) Customer Billing (0) History

New Message Add Attachments Tools Copy to Request Return 1 of 3

<input type="checkbox"/>	Name ^	Category ^	Note	Uploaded By	Create Date	File Size	Access		
No Records to display									
Activity Attachment									
<input type="checkbox"/>	Sample Document.docx	86	General	This note	Test User	1/24/2017 2:44:07 PM	11.03 KB	Internal v	X
<input type="checkbox"/>	Sample Document.docx	86	General	This note	Test User	1/24/2017 2:44:07 PM	11.03 KB	Internal v	X
<input type="checkbox"/>	Sample Document.docx	86	General	This note	Test User	1/24/2017 2:44:07 PM	11.03 KB	Internal v	X

You will see documents you have uploaded on this page.

DO NOT provide documents until you receive an activity to produce the records.

Once you select “File” from the drop down menu, you will receive this paper.

In Notes, you can provide information about the documents you are uploading.

Tags is used to help search the files you upload.

You can either drag and drop files here or select “Add Files.”

Once you have uploaded the files, select “Start.”

The screenshot shows a web interface for attaching files. At the top, there's a blue header with a pencil icon and the text "Attach Files". Below this, it says "Upload Large File (4.5GB or Greater)". There are three sections: "Attachment Categories" with a dropdown menu set to "General", "Notes" with a text area, and "Tags" with another text area. Below these is the text "Current runtime: html5". The main part of the interface is a "Select files" dialog box. It has a colorful plus icon and the text "Add files to the upload queue and click the start button." Below this is a table with columns for "Filename", "Status", and "Size". At the bottom of the dialog is a grey bar with a "+ Add Files" button, "0%" progress, and "0 kb" size. At the very bottom of the entire interface are "Start" and "Cancel" buttons. Three arrows point to these elements: a red arrow from the text "drag and drop files here" points to the "Drag files here." area; another red arrow from "select 'Add Files.'" points to the "+ Add Files" button; and a yellow arrow from "select 'Start.'" points to the "Start" button.

Attach Files

Upload Large File (4.5GB or Greater)

Attachment Categories: General

Notes

Tags

Current runtime: html5

Select files

Add files to the upload queue and click the start button.

Filename	Status	Size
----------	--------	------

+ Add Files

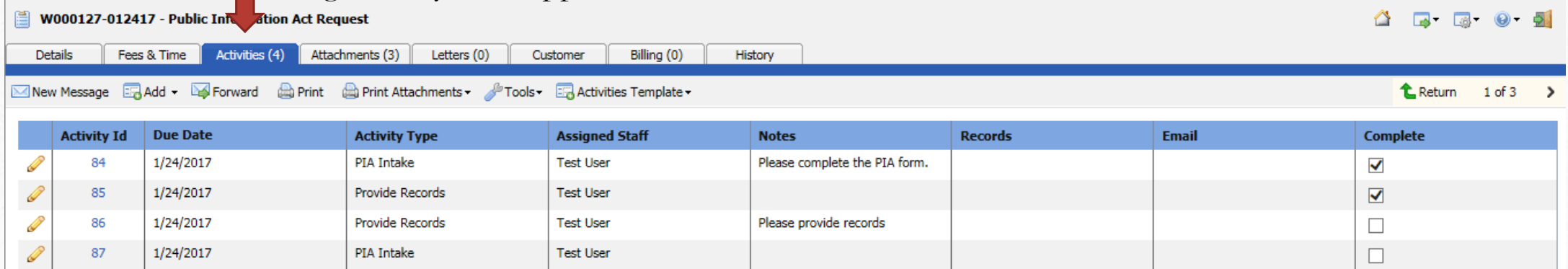
0% 0 kb

Start Cancel

Other Activities

Any other activities assigned to you will show up under this tab.





You will receive email notifications when a request or activity has been assigned to you or approached its deadline.



W000127-012417 - Public Information Act Request

Details Fees & Time **Activities (4)** Attachments (3) Letters (0) Customer Billing (0) History

New Message Add Forward Print Print Attachments Tools Activities Template Return 1 of 3

Activity Id	Due Date	Activity Type	Assigned Staff	Notes	Records	Email	Complete
 84	1/24/2017	PIA Intake	Test User	Please complete the PIA form.			<input checked="" type="checkbox"/>
 85	1/24/2017	Provide Records	Test User				<input checked="" type="checkbox"/>
 86	1/24/2017	Provide Records	Test User	Please provide records			<input type="checkbox"/>
 87	1/24/2017	PIA Intake	Test User				<input type="checkbox"/>

If you have any questions, please contact Document Services at ext. 5105.