Virginia Public Schools Records Consortium (PSRC)
Chair: Nicholas Minor MinorN@pwcs.edu (Prince William County)

Library of Virginia, 800 E. Broad St. Richmond, VA 23219
Represented by Chad Owen, Records Management Manager
(chad.owen@lva.virginia.gov)

PSRC Meeting Minutes
Wednesday, March 6, 2024
10:00 AM-1:00pm
Meeting format: Hybrid (In-Person & Virtual)

FERPA & Student Records

Welcome and introductions: (in attendance)

Name	School Division	Name	School Division
Amy Babines	Virginia Beach City	Lucero Santa Cruz	Fairfax
Amy Hardy	Pittsylvania	Meade Harris	Albemarle
Amy Snodgrass	Mecklenberg	Melanie Terrell	Hanover
Babara Rypkemaba	Lynchburg City	Melissa Hanes	Buckingham
Becky Moore	Fauquier	Michelle Brittgan	Albemarle
Carolyne Karawa	Fairfax	Michelle Cassell	Grayson
Chad Owen	LVA	Miranda Ball	Augusta
Charise Ward	Norfolk	Molly Shannon	Fairfax
Christina Parlow	Chesterfield	Nicholas Minor	Prince William
Cindy Pikeral	Roanoke	Pam Stewart	Loudoun
Darlene Gorman	Chesapeake	Pearl Jamison	Culpepper
Demetrice Samuels	Essex	Rachel Johnson	Loudoun
Elizabeth Donaldson	Fairfax	Rae Henderson	Campbell
Jean Harper-Smith	Frederick	Renee' Blackshear	
Jennifer Test	York	Shannon Berna	Fredericksburg City
Jessica Hawks	Danville City	Sheila Eggleston	Powhatan
Julie Lewis	Middlesex	Stephanie Burch	Lexington
Laura Beth Mattson	Virginia Beach City	Susan Gardner	Williamsburg-James City
Leorie Mallory	Brunswick	Susan Leonard	Henrico
		Tracey Beaver	Prince William

AGENDA for March 6 Meeting

VIRGINIA PUBLIC SCHOOLS RECORDS CONSORTIUM (PSRC)

Location: Library of Virginia (Richmond, VA) and Virtually on Zoom

Date: March 6, 2024

Time: 10:00 a.m. – 1:00 p.m.

Agenda Items

Time	Item
10:00 – 10:30	Welcome Introductions January Meeting Minutes
10:30 – 11:30	Records Management – The Basics and a Bit More *Chad Owen – Library of Virginia*
11:30 – 11:45	Break
11:45 – 1:00	Complete Educational Records Requests – Sharing of Processes and Discussion *Pam Stewart - Loudoun County Schools* *Tracey Beaver – Prince William County Schools*

Remaining Scheduled 23-24 Meetings.
In-person physical meeting location: (we will also support virtual attendance)
Library of Virginia, 800 E. Broad St. Richmond, VA 23219

==May 15, 2024== – 10am – 1pm with Library of Virginia room scheduled until 2.

Ongoing meeting dates to be determined.

Notes and agendas will be shared via the Library of Virginia PSRC website:
https://www.lva.virginia.gov/agencies/records/psrc/

The meeting minutes from January 24,2024 were unanimously approved and will be posted on the Library of Virginia website.

PRESENTATIONS:

Chad Owen, Records Management: A Bit Beyond the Baiscs.
1. VIDEO Presentation uploaded to the LVA PSRC website.
2. The Slideshow is appended to these minutes (ATTACHMENT A)
3. Q&A included with the Video presentation.
4. The presentation saved chat is appended to this document (ATTACHMENT C)

Complete Educational Records Requests – Sharing of Processes and Discussion

   Pam Stewart - Loudoun County Schools
   Tracey Beaver – Prince William County Schools

1. VIDEO Presentation uploaded to the LVA PSRC website; this is a continuation of the first presentation.
2. Louden screen displays are embedded in the VIDEO presentation.
   a. To be appended.
3. Prince William FERPA Slideshow (ATTACHMENT B)
4. Q&A included with the Video presentation.
5. The presentation saved chat is appended to this document. (ATTACHMENT C)

LIBRARY OF VIRGINIA

Records Management:
A Bit Beyond the Basics

1

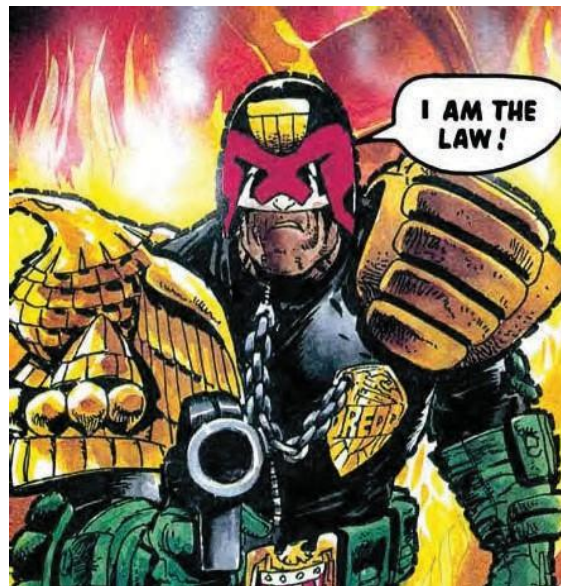# Why should I practice records management?

1

Records management facilitates access and efficiency.

2

*The records you create when conducting government business are **public records**.*

Virginia Public Records Act

Designate

a records officer

Establish and **maintain** a records management program

Destroy records and **report** to LVA

COV § 42.1-76 et seq.

3

Institutional knowledge is lost when that knowledge is not documented, organized, and accessible.
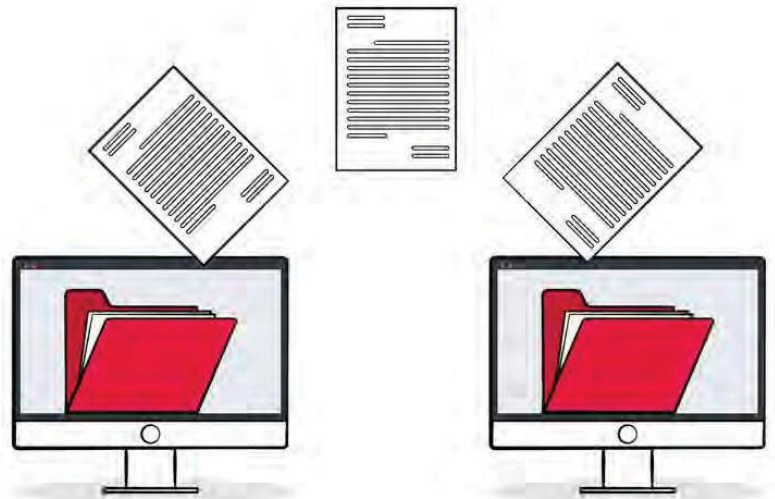
4

Physical storage is expensive!

Storing a single filing cabinet can cost over $200/month.

5

Digital storage is also expensive!

Data migration can cost **tens of thousands** of dollars – especially in systems bloated with obsolete records.

6

The cost of discovery & e-discovery

3. *In a lawsuit, records can be subpoenaed regardless of age*
4. *"Spoliation of evidence"*
5. *Practice **defensible disposition***

2

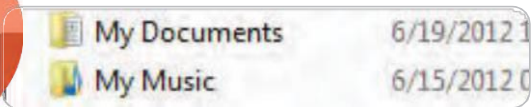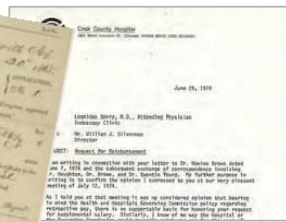# What is a public record?

A public record...

"

. . . documents a transaction or activity . . .

Regardless of physical form or characteristic . . .

. . . is produced, collected, received or retained in pursuance of law or in connection with the transaction of public business."

Va. Code § 42.1-77

Can my email be a public record?

☐ *Email is a <u>format</u> and can contain many kinds of records.*

☐ *Keep personal and work email separate.*

What is _not_ a public record?

reference materials, trade journals, listserv messages, spam, informal notices, out of office messages

What is _not_ a public record?

COPIES

duplicates

(extra copies kept for convenience; stocks of publications)

public records ◆ *open records*

- ☐ *Public records can be open or closed.*

- ☐ *Examples of closed records:*

  - ■ *attorney-client privileged records*
  - ■ *attorney work product*
  - ■ *minutes of closed meetings*
  - ■ *vendor proprietary information software*
  - ■ *records protected by HIPAA, FERPA*

3

How long do I need to keep public records?

LIBRARY OF VIRGINIA

Archives, Records, and Collections Services
800 E. Broad St., Richmond VA 23219
(804) 692-3600

RECORDS RETENTION AND DISPOSITION SCHEDULE

GENERAL SCHEDULE NO. GS-02 ← Schedule number & title

COUNTY AND MUNICIPAL GOVERNMENTS

Fiscal Records

EFFECTIVE SCHEDULE DATE: 8/9/2012

RECORD SERIES AND DESCRIPTION	SERIES NUMBER	SCHEDULED RETENTION PERIOD	DISPOSITION METHOD
Insurance Records and Reports ← Series title This series documents insurance coverage carried by the locality, such as commercial policies, third-party coverage, and self-insurance programs. This series may include, but is not limited to: insurance policies, claims, invoices, and investment files.	010165	Retain 3 Years after end of state fiscal year	Confidential Destruction
Payroll Records This series documents the payroll activities of the locality. This series may include, but is not limited to: deduction authorizations and registers, leave records, ledgers and reports, ← Series description compensation files, retirement contributions, time and attendance records, time sheets, Virginia Employment Commission (VEC) reports, wage and income tax reports, W-2 Wage and Tax Statements, and Form 1099.	200105	Retain 5 Years after end of state fiscal year	Confidential Destruction
Purchasing Records This series documents the purchasing of equipment, goods, services, and supplies by the locality. This series may include, but is not limited to: bids, bid proposals, contracts, agreements, purchase orders, and requisitions.	200106 ← Series number	Retain 5 Years after end of state fiscal year	Confidential Destruction
Reimbursement Records This series documents the reimbursement of money to or from the locality. This series may include, but is not limited to: travel expense reimbursement and overpayment documentation.	010190	Retain 3 Years after end of state fiscal year ← Retention period and cutoff	Non-confidential Destruction
Retirement Files: Locally Managed Retirement System This series documents the locally managed retirement system. This series may include, but is not limited to: employee participating and financial documentation.	200107	Retain 3 Years after last action	Confidential Destruction ← Disposition

4 of 5

4

How do I manage public records?

File related records together within a shared recordkeeping system.

Organize your electronic records like a grocery store. If you have a new person start tomorrow, they should be able to find records.

Use a tiered organization

- If records are used together, keep them physically near each other.
- Go from general functions to specific functions to specific incidences.
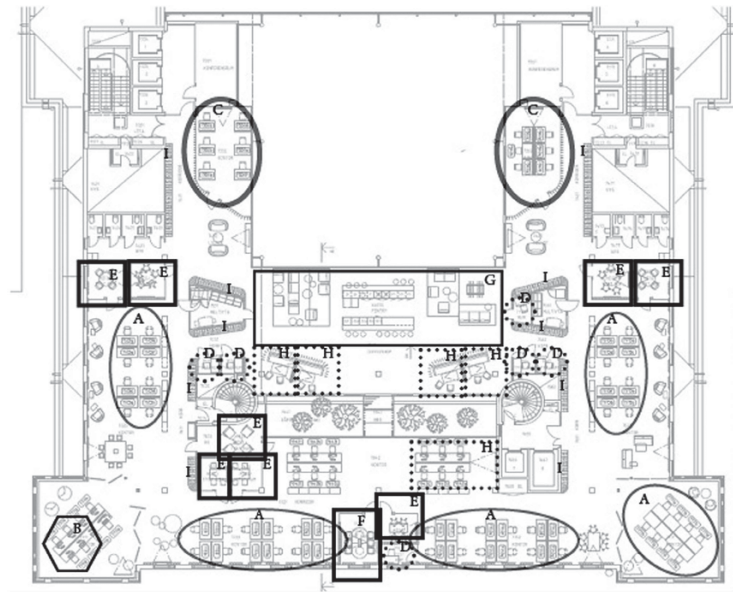- Consider clear alpha or chrono arrangement.

Use descriptive file and folder names.

Name files so that they are easily organized and sorted by <u>date</u> and/or <u>subject</u>.

Storage Considerations

Keep records with similar security needs together under restricted access.

Where possible, keep frequently accessed records closer to people who use them.

Manage email on a regular basis.

☐ *Block time for email management on your calendar.*

- *Read receipts*
- *SPAM/promotional emails*
- *Distributed messages*
- *Listserv messages*

- *Duplicates*
- *Meeting arrangements; accepted/declined meeting requests*

☐ *Manage both sent and received messages.*

☐ *Assign a "record-keeper" on projects.*

☐ *Keep only the final email in a thread.*

☐ *Save significant records outside of email (including attachments).*

5

How do I destroy public records?

RM-3: now online!

Where to find the RM-3

Documenting destruction with the RM-3 form

Complete → **Approve** → **Destroy** → **Review**

Complete

Form Creator completes online Certificate of Records Destruction (RM-3 Form)

Approve

Approving Official receives email notification and approves

Records Officer receives email notification and approves

Destroy

Records are destroyed

Form Creator or Records Officer confirms final destruction and closes form

Review

In-progress certificates may be reviewed via dashboard

Completed certificates may be viewed via LVA website

Secure destruction

CONFIDENTIAL DESTRUCTION

Shredding, pulping, burning

For electronic records: electronic shredding, overwriting the hard drive's free space, or magnetic-media degaussing

NON–CONFIDENTIAL DESTRUCTION

Landfill

Recycling

Closing
Thoughts

Almost no one destroys records too soon.

Who are we trying to help?

Valiant Records Manager

Evil Record s Scofflaw
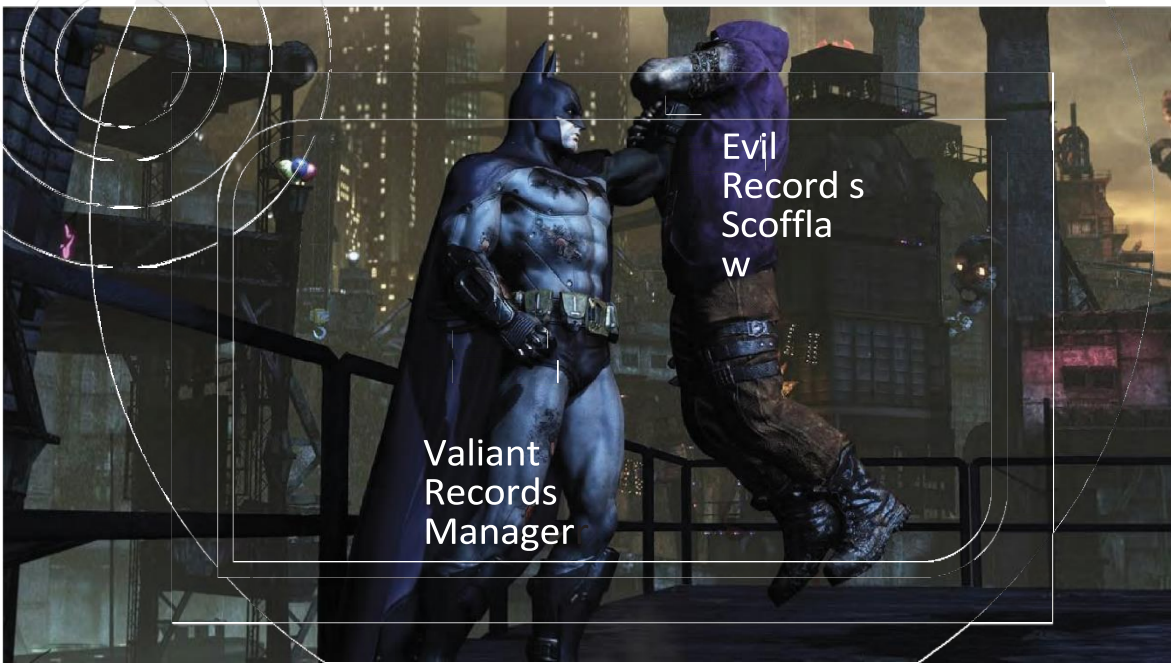
So, what can I do?!?

SOMETHING > NOTHING

So, what can I do?!?

Go after low-hanging fruit first:

- Eliminate things that are obviously not public records.
- Get rid of multiple copies of the same record.
- Look for the easy decisions to make on this step. If it's tough to decide, put it in the next category. Keep plucking the easy stuff until the easy stuff is gone.

So, what can I do?!?

Once the easy stuff is all gone:

- Now look with a more critical eye.
- Build a cheat sheet of your most commonly used records series
- Work on the simpler buckets first
- When in doubt, look at the *function* the record serves

So, what can I do?!?

Build your plan, work your plan

Once you have the easy stuff wiped out, and a cheat sheet built, it will hopefully be easier to maintain going forward.

The last 10% of a project like this takes about 50% of the overall work. Tackle the bigger and weirder things as you can, BUT: Don't let the unfinished work distract you.   Focus on the ongoing success of keeping the little things in order. Allow yourself the little victories!

The persistence of memory
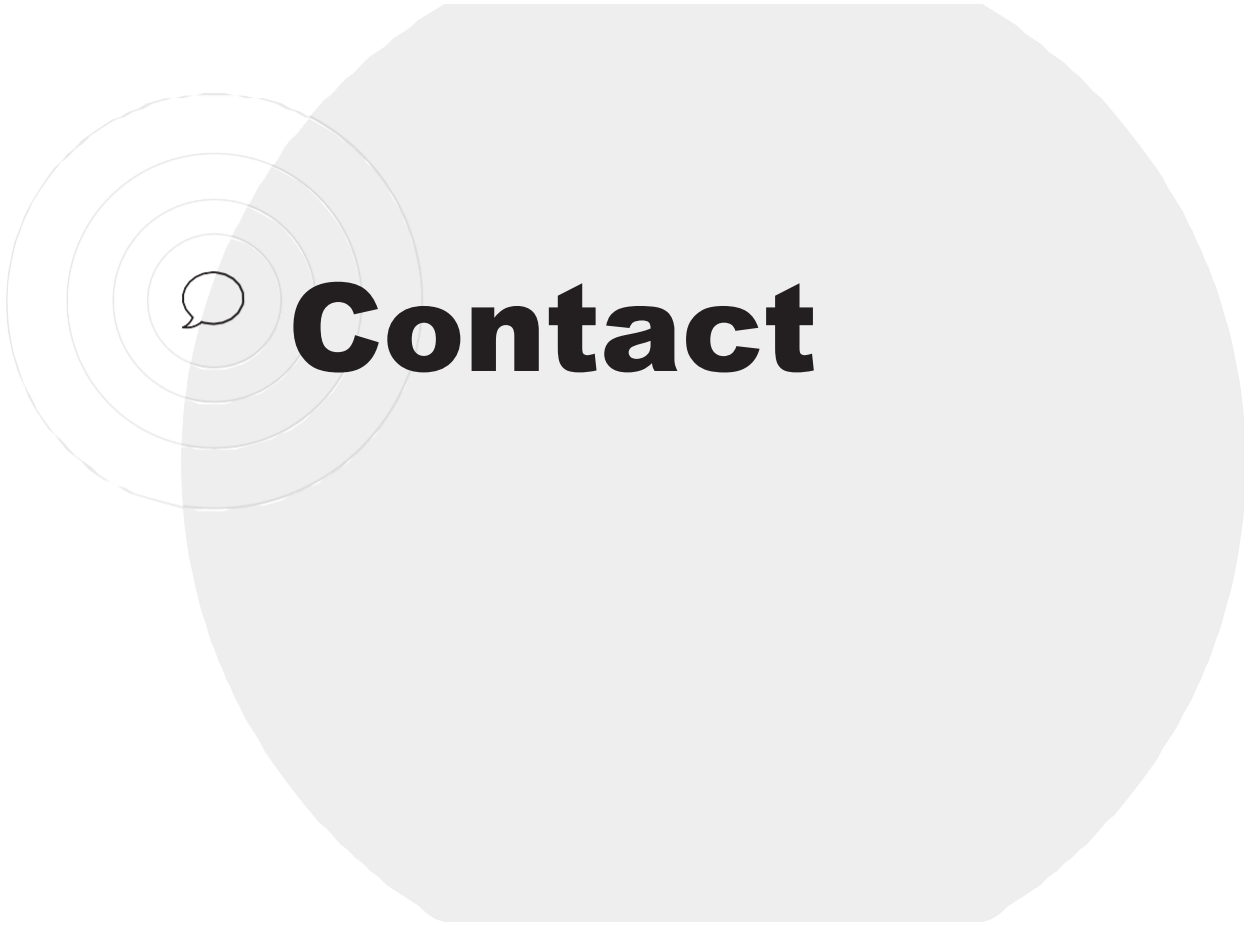
Contact

Chad Owen

Records Management Coordinator

Library of Virginia chad.owen@lva.virginia.gov

PRINCE WILLIAM COUNTY PUBLIC SCHOOLS FERPA PROCESS

Tracey Beaver, PWCS Supervisor, Records & FERPA Compliance

March 6, 2024
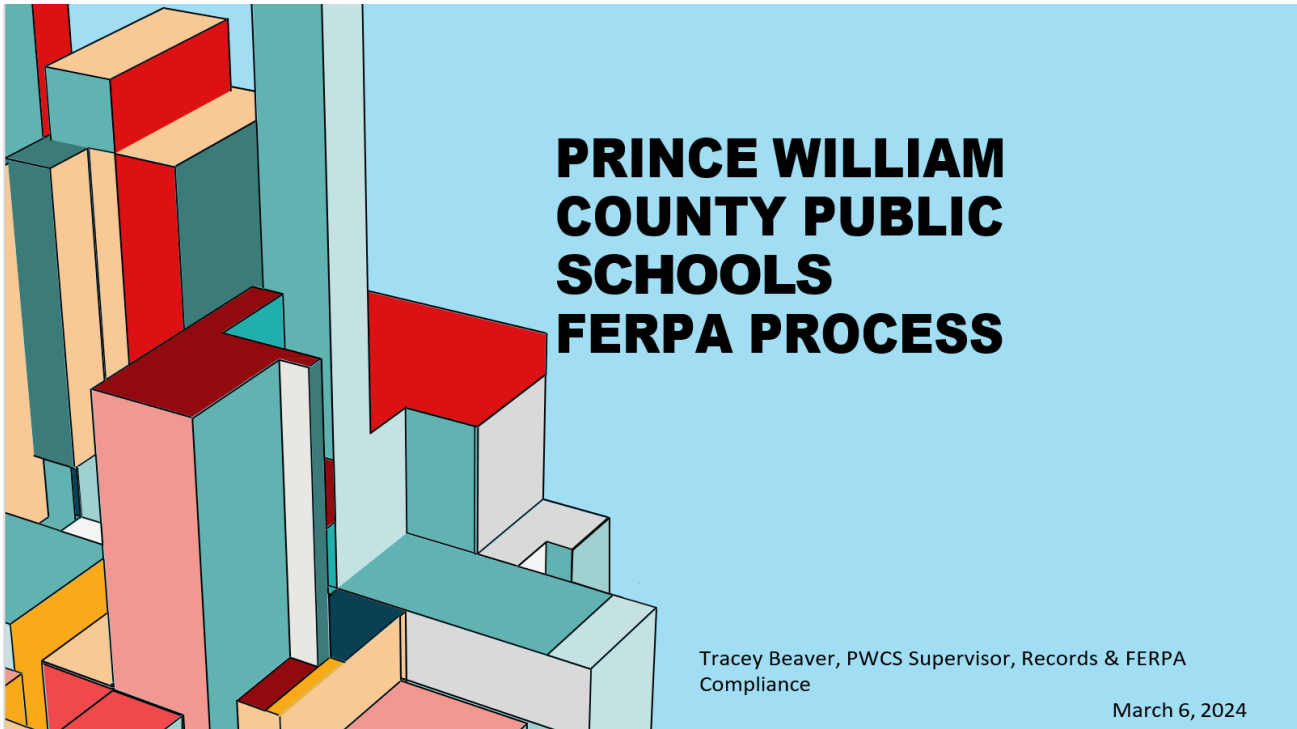
SOURCE OF REQUESTS

- Parents may email the FERPA Officer directly
- Schools/Offices forward requests via email
- Received through Scribbles (online request system)
- FERPA Quick Reference Guide

2
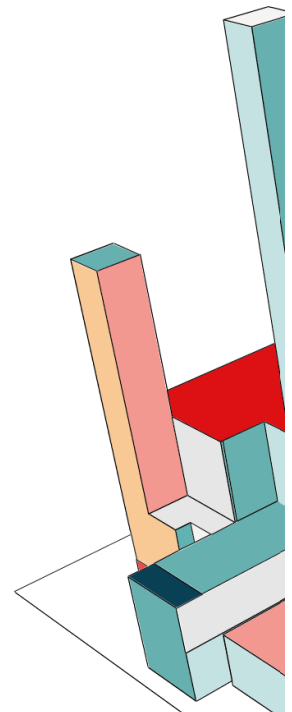
FERPA QUICK REFERENCE GUIDE

FERPA QUICK REFERENCE

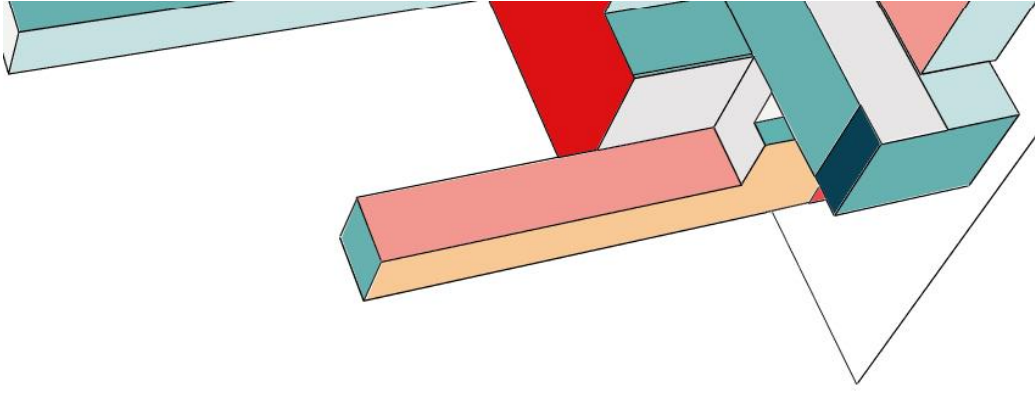| Scenario	Action
Parent/guardian requests a copy of their child's educational record (full content and/or extensive request)*	Forward request to FERPAOfficer@pwcs.edu
Parent/guardian requests a copy of items within their child's educational record (i.e. transcript, immunization record, IEP - simple content, not extensive)*	Fulfill at the school site, fee collected (as deemed appropriate)
Parent/guardian requests to review/inspect their child's educational record*	School administration/staff to coordinate efforts
Student requests a copy of their educational record (i.e. transcript, immunization record, IEP – simple content (not extensive)	Parent/guardian authorization required
Guardian ad litem requests a copy of a student's educational record (Order of Appointment must be signed by a Judge) (full content and/or extensive request)	Refer to https://pwcva.scriborder.com, 'Government Agency' icon
Guardian ad litem requests to review/inspect a student's educational record and/or a copy of items within an educational record (i.e. transcript, Report Card, IEP – simple content, not extensive) (Order of Appointment must be signed by a Judge)	School administration/staff to coordinate
Subpoena is received for witness testimony or educational records	Forward a copy of the subpoena to Risk Management immediately (extremely time sensitive)
Juvenile Justice requests copy of a student's educational record (full content and/or extensive request)	Refer to https://pwcva.scriborder.com, 'Government Agency' icon
Juvenile Justice requests to review/inspect a student's educational record and/or a copy of items within an educational record (i.e. transcript, Report Card, IEP – simple content, not extensive)	Parent/guardian signed authorization required OR Pre-adjudication & Nondisclosure Certification required! School administration/staff to coordinate
Third-party request is received for a copy of a student's educational record	Parent/guardian signed authorization required; Forward request to FERPAOfficer@pwcs.edu
Third-party request is received to review/inspect a student's educational record	Parent/guardian signed authorization required; School administration/staff to coordinate
Request is received which references email(s) or communication(s)	Forward request to FERPAOfficer@pwcs.edu (ALL searches for email/communications under FERPA will be conducted by the FERPA Officer

*If/when requests are received via telephone or email to deliver via the student and/or electronic formats, efforts must be made to obtain parent/guardian authorization and verify identity before releasing information! If unable to verify identity, do not release any information!

STEPS TO FILL REQUESTS

FERPA Officer
- Verify Consent
- Acknowledge
- Coordinate
- Collect available electronic Files
- Email Searches
- Scan & Prepare

Schools and Offices
- Identify Records
- Collect files on site and delivery to Records Center

Records Center
- Scan and Prepare
- Send fee notice related to duplicating records
- Collect fees
- Deliver to requestor

Software
- Electronic delivery using secure SharePoint links (internal and external)
- Email searches use Microsoft Purview
- Redactions using Logikcull
- Virginia IEP to share links to available Special Education Records

4

CHALLENGES

Email maintenance
- Not typically maintained as part of the educational record
- IDEA and Procedural Safeguard requirement for students with disabilities require maintenance

Record Locations
- Identifying records not maintained in the student's cumulative file

Records Center Resources
- Reviewing records for compliance and redactions
- Deadlines for IEP Meetings

FERPA/VFOIA crossover
- FERPA allows fees for duplication

5

All forms and schedules, as well as additional resources, available at:
www.lva.virginia.gov/agencies/records

ATTACHMENT C
PRESENTATION CHAT:

09:59:42 From Meade Harris to Nicholas Minor(Direct Message):
    1. you are muted.
10:00:04 From Nicholas Minor to Meade Harris(Direct Message):
    Just testing the technology
10:00:10 From Meade Harris to Nicholas Minor(Direct Message):
    do you have a sign in sheet for in person attendees?
10:04:10 From Tracey Beaver to Nicholas Minor(Direct Message):
    only allowing direct messages to you or the room currently
10:05:23 From Susan Gardner to Everyone:
    There you go!
10:05:34 From Pam to Everyone:
    yes for me too
10:06:23 From Pam to Everyone:
    Nicholas, your camera is off.
10:07:14 From Cindy to Everyone:
    I think that is a good idea Nickolas.
10:07:20 From Pam to Everyone:
    Seems like a good idea
10:07:27 From Susan Gardner to Everyone:
    It's nice to have a reference
10:07:49 From rypkemaba to Everyone:
    I appreciate the idea and having it on a shared file to see.
10:09:56 From Amy Snodgrass to Everyone:
    Sounded clear
10:09:57 From Pam to Everyone:
    yes
10:09:58 From Molly Shannon to Everyone:
    good

10:12:15 From Pam to Everyone:

@Amy Babines I'm trying to connect with the person who oversees Student Records in your district. Can you share contact information for that person?

10:16:11 From Bliss to Everyone:

Pearl Jamison (Deputy Clerk of the School Board) and I (Student Services Department Coordinator) are from Culpeper County Public Schools. Our wifi service has been in and out today, so we currently do not have mic capabilities.

10:19:18 From Miranda Ball to Everyone:

My apologies for missing the opportunity to introduce myself. I had a phone call from a principal. I am the Executive Director of Communication and Administrative Services for Augusta County Public Schools.

11:34:54 From Tracey Beaver to Everyone:

While Chad is pulling that up - do other divisions maintain proof of residency as a registration record? As part of the shorter term record?

11:36:34 From Jean Harper-Smith to Everyone:

Frederick County - yes

11:36:50 From jtest to Everyone:

Yes, part of short term-YCSD

11:38:20 From Tracey Beaver to Nicholas Minor(Direct Message):

you might need to check Chad's connection, the screen is flashing like the connection is not stable through the hdmi cable

11:38:40 From Jean Harper-Smith to Everyone:

FCPS - we list all schools attended on the first page of the folder

11:38:55 From Charise Ward to Nicholas Minor(Direct Message):

Hey, can we check on the powepoint? Its still doing a lot of flashing.

11:38:55 From Jean Harper-Smith to Everyone:

Dates are listed as well

11:40:19 From Jean Harper-Smith to Everyone:

We scan that and is kept long term

11:40:59 From jtest to Everyone:

I keep all the withdrawal/reg forms scanned long term-YCSD

11:41:51 From Pam to Everyone:

Thanks, Chad!

11:41:56 From Molly Shannon to Everyone:

Thank you!

11:42:06 From Jean Harper-Smith to Everyone:

Thanks Chad

11:42:07 From Charise Ward to Everyone:

THANK YOU CHAD!!

11:42:07 From Pam to Everyone:

Will this slide deck be added to our PSRC site?

11:49:21 From Tracey Beaver to Nicholas Minor(Direct Message):

I have to be at KLC at 1pm - didn't realize it was back to back so I may have to cut out about 10-15 minutes before the end of this meeting.

11:49:35 From Rachel Johnson, LCPS to Everyone:

Is someone speaking?

11:49:45 From Rachel Johnson, LCPS to Everyone:

Because I don't hear anyone :)

11:50:10 From Tracey Beaver to Everyone:

HI Rachel, we are currently on a break, but Pam and I will be talking about our FERPA processes once the break is over

11:55:36 From Cindy to Everyone:

Tracey Roanoke County Schools destroys Transfer info no longer educationally relevant. We also document on the back of the cumulative folder what schools the student attended TO and FROM

11:58:18 From Nicholas Minor to Pam(Direct Message):

Just made you a cohost, so you can share you screen if needed.

11:58:28 From Nicholas Minor to Tracey Beaver(Direct Message):

Just made you a cohost, so you can share you screen if needed.

11:59:45 From Pam to Nicholas Minor(Direct Message):

thanks and yes, I plan to screen share

12:00:40 From Tracey Beaver to Nicholas Minor(Direct Message):

Reacted to "Just made you a coho..." with 👍

12:00:49 From Rachel Johnson, LCPS to Everyone:

Reacted to "HI Rachel, we are cu..." with 👏🏻

12:03:29 From Chad Owen to Everyone:

Hey there Pam, now logged in myself - I think the easy thing would be to save this as a PDF and put it up on PSRC's site, but I can do that, no problem.

12:04:08 From Susan Gardner to Everyone:

Are you willing to share the document with us for possible adaption/use in our divisions?

12:04:46 From Chad Owen to Everyone:

Susan, absolutely. Everything I do is for-hire for the Commonwealth anyway, so it's not like I copyright these things or the like!

12:12:03 From Amy Snodgrass to Everyone:

can you go back to the bottom and the flow chart so I can see that

12:14:10 From Jean Harper-Smith to Everyone:

This information is great. I have to leave for another meeting but would appreciate access to this document.

12:14:14 From jtest to Everyone:

How do you store recorded IEP meetings saved on thumb drives?

12:15:26 From Tracey Beaver to Everyone:

We ask the school to save them in a SharePoint drive so that we can share them with the parent. I have seen schools tape the thumb drive to the inside of the Special Ed folder

12:16:25 From Chad Owen to Everyone:

Nothing like an 1824 solution to a 2024 problem! :D

12:17:00 From Tracey Beaver to Everyone:

Reacted to "Nothing like an 1824..." with 😂

12:17:05 From jtest to Everyone:

Reacted to "Nothing like an 1824..." with 😂

12:17:19 From Susan Gardner to Everyone:

Thank you so much for sharing!

12:17:28 From Charise Ward to Everyone:

Reacted to "Nothing like an 1824..." with 😂

12:18:04 From Molly Shannon to Everyone:

👏🏻

12:18:15 From Meade Harris to Nicholas Minor(Direct Message):

Send to me and I can include with the meeting notes for this meeting. Unless you want to go straight to the PSRC site

12:30:36 From Pam to Nicholas Minor(Direct Message):

We have Title IX in Guardian and Threat Assessments in a system called Navigate360

12:30:52 From Pam to Everyone:

We have Title IX in Guardian and Threat Assessments in a system called Navigate360

12:32:05 From Pam to Everyone:

YES, YES, YES!!!

12:34:18 From Charise Ward to Everyone:

THANK YOU PAM AND TRACEY!!

12:39:20 From Pam to Everyone:

Yes, we do the same!!!!

12:41:43 From Tracey Beaver to Everyone:

Thanks, everyone. I have to jump off to run to another meeting.

12:45:42 From Pam to Everyone:

   I vote for 4 meetings

12:46:07 From Molly Shannon to Everyone:

   September is tough

12:46:41 From Amy Snodgrass to Everyone:

   I agree with 4

12:46:51 From 0910981 to Everyone:

   Reacted to "I agree with 4" with 👍

12:47:38 From Cindy to Everyone:

   Reacted to "I agree with 4" with 👍

12:47:43 From Molly Shannon to Everyone:

   Reacted to "I agree with 4" with 👍

12:49:56 From Chad Owen to Everyone:

   Cindy, if you don't get enough responses here, you can always throw it out on the EDSIG listserv.

12:53:56 From Cindy to Everyone:

   Thank you

12:54:43 From Cindy to Everyone:

   Reacted to "Cindy, if you don't ..." with 👍

12:55:30 From Cindy to Everyone:

   Thank you everyone