

User Guide: Viewing FERPA status in PeopleSoft

Last Updated: 2/2/2023

Overview: This user guide will walk through the process of viewing FERPA release information for a student within Peoplesoft and in The Lumberjack Family Hub (CampusESP). As of March 2023, The Lumberjack Family Hub (CampusESP) parent portal will be the system of record for FERPA release management. (<https://families.nau.edu/>)

More information about FERPA can be found on the NAU Registrar website: <https://in.nau.edu/ferpa/>

1. Log into Peoplesoft (Campus Community)
2. Navigate to the **Manage service indicators** page
 - a. Path: Campus Community → Service indicators (Student) → Manage service indicators
 - b. Note: You will need the proper security role to access this page
3. Use the input fields to search for a student record. In this example we will search on emplID.

Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ **Search Criteria**

ID:

Academic Career:

National ID:

NAU ID:


Last Name:


First Name:

4. Once emplID is inputted, click the Search button.
5. The displayed screen will show all the service indicators attached to the emplID. The service indicator code related to FERPA information is **RA6** with the description of "Release of information on file".

(Note: if you **do not** see a RA6 service indicator, this indicates that there is no FERPA release on file and no FERPA information should be released.)

Manage Service Indicators

Grace 605f 

Display Effect Institution [Refresh](#) 

[+ Add Service Indicator](#)

Service Indicator Summary								
Code	Code Description	Reason Description	Institution	Start Term	End Term	End Term Description	Start Date	End Date
F02	Meets FinAid AbilitytoBenefit	HS Diploma	NAU00	0000	Begin Term	9999	End Term	07/20/2020
F03	Consent to Release FAFSA Data	Consent to Release FAFSA Data	NAU00	0000	Begin Term	9999	End Term	08/31/2022
HBG	Care Kit Received	Care Kit Received	NAU00	1207	Fall 2020	1207	Fall 2020	08/11/2020
HCK	Health Check	Test Complete	NAU00	0000	Begin Term	9999	End Term	03/04/2021
HCK	Health Check	Test Complete	NAU00	0000	Begin Term	9999	End Term	10/30/2020
RA6	Release of information on file	Registrar's Office	NAU00	1204	Sum 2020			05/11/2020
RA6	Release of information on file	FERPA data exists in CampusESP	NAU00	1231	Sprng 2023			01/16/2023
SA4	Non-Student Paper Bill	Student Accounts	NAU00	0000	Begin Term			01/13/2023

[+ Add Service Indicator](#)

In the example screenshot there are 2 RA6 indicators on the student record with different Reason Descriptions. Below are definitions for the RA6 reason descriptions:

SI Code	Description	Reason Description	Reason Code	Definition
RA6	Release of information on file	FERPA data exists in CampusESP	CESP	This reason description indicates that the student has a FERPA release on file in CampusESP. If this reason code is present on a student record it will take precedence over the REG reason code.
RA6	Release of information on file	Registrar's Office	REG	This reason code indicates that FERPA information was directly input into Peoplesoft by the Registrar's office.

If the CampusESP reason code/description exists, then that record should be used to confirm FERPA release information using the following steps. If **no** service indicator exists for CampusESP and the Registrar's Office reason code/description does exist, then skip to **step 11** for instructions.

6. Checking FERPA in The Lumberjack Family Hub (CampusESP): Click on the RA6 service indicator with reason description "FERPA data exists in CampusESP". Within the service indicator record you will see the CESP reason code as well as a direct link to the CampusESP portal within the description field.


Edit Service Indicator

Grace 605 Release

*Institution Northern Arizona University

*Service Indicator Code Release of information on file

*Reason FERPA data exists in CampusESP

Description https://families.nau.edu/admin/students?"/> 

Effect Positive Service Indicator

Effective Period

Start Term Spring 2023 End Term

*Start Date End Date

Assignment Details

*Department Registrar

Reference

Amount Currency

7. Click the hyperlink within the description box to go directly to the student search page within The Lumberjack Family Hub (CampusESP) (<https://families.nau.edu/admin/students?>). Note: Users will need to have completed [NAU FERPA training](#) to access this page.

If not already logged into the portal you will land on the sign-in page. Select login for faculty/staff near the bottom of the page. This will log you in via CAS authentication.

Log in to get started or sign up
[Forgot password?](#)

Please sign in. If you do not have an account, you can use the Sign Up link above to register or log in with Facebook or LinkedIn. ✕

Remember Me

[Log in with email](#)

[Log in with Facebook](#)

[Log in with LinkedIn](#)

This site is protected by reCAPTCHA and the Google Privacy Policy Terms of Service apply.

[Are you faculty or a student? Log in here](#)

- Using the Student search field, enter in the student's emplID (preferred), email, first and last name. Hit Enter to bring back search results, then click on the email address to view the student information.

Students

Successfully logged in.

Vendor Key	Email	Name	Auth Key	User Id
605 [redacted]	[redacted]@nau.edu	Grace [redacted]	[redacted]	

- Within the details page you must enter a PIN code to see FERPA grant information. This PIN will need to be provided by the family member over the phone. The PIN code is set-up at the time the family member requests a connection to a student. Additionally, the email address of the family member can be entered.

Parent Name
Connection approved 15 days ago

Identity Verification

Parent phone call?
If a parent calls about student record information, please ask for their PIN and enter below...

[Validate](#)

Parent email?
If a parent emails about student record information, please enter their email address below...

[Validate](#)

10. If the PIN code or email address entered is correct, then you will see the current FERPA grant information for that student, along with the name of the family member who has been granted FERPA information by the student.

This page will show what information is available to be released to that specific family member.

Active Connections

Connection Name
🔴 Test Connection
Connection approved 3 months ago

FERPA Requests	Status	Granted	Expires
Class Schedule/Enrollment	✓ approved	Nov 16, 2022	
Grade(s) Information	✓ approved	Nov 16, 2022	
Financial Aid Information	✓ approved	Nov 16, 2022	
Account Balance	✓ approved	Nov 16, 2022	
Holds on Account	✓ approved	Nov 16, 2022	
Overall GPA	✓ approved	Nov 16, 2022	

[View History](#)

11. Checking FERPA in Peoplesoft: If the CESP reason code does **not** exist for the RA6 service indicator in Peoplesoft, then click on the RA6 service indicator with reason description "Registrar's Office".
12. On the display page in the comments section, you will be able to view whom the student has granted a FERPA release.

Edit Service Indicator

Grace

605

Release

*Institution Northern Arizona University
*Service Indicator Code Release of information on file
*Reason Registrar's Office

Description

Effect Positive Service Indicator

Effective Period

Start Term Sum 2020 End Term

*Start Date End Date

Assignment Details

*Department Registrar

Reference

Amount Currency

Contact Information

Contact ID Contact Person

Placed Person ID Placed By

Placed Method Manual

Placed Process Release Process

Comments

Please release information to Lisa Blake and Kevin Chartier and Jacob Smets

1925 characters remaining

END