



Collier County Public Schools

Records

Handling Record Requests



Collier County Public Schools
Technology Department

Handling Record Requests

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Handling Record Requests

The primary rights of the parents under FERPA are the right to inspect and review the accuracy of education records; seek amendments to education records; and have some control over the disclosure of education records. These rights transfer to the student when the student turns 18 years old or attends a postsecondary institution.

Collier County Public School District is committed to safeguarding privacy of student information and has created processes to ensure student record requests are handled securely and consistently throughout the district.

All Records Requests will be handled by the Records Department.

All Schools will continue to process incoming FASTER requests

Reminder: 3-days to comply with incoming records request (Florida State Law)

Who can request student records ... Parent or Student?

Under 18 - A parent or guardian (custodial contact) must request the record or transcript and present a valid copy of their photo ID.

18 or Older - The student must request the record or transcript and present a valid copy of their photo ID. If they are unable to pick up the record or transcript, the student must request the record or transcript, present a valid copy of their photo ID, and provide written and signed documentation, authorizing someone else to obtain a copy of their record(s) or transcript(s). In addition, the person authorized to request a copy of or pick up the record(s) or transcript(s) must also present a clear copy of their own photo ID.

Incoming Requests

Request for records sent TO CCPS.

Parent onsite asking for a single document

- Parent fills out paper records request form and provides a copy of photo ID
- School collects completed form and a copy of the photo ID
- School provides record to parent
- School scans loose paperwork (completed form and photo ID) to records@collierschools.com with the email subject line: STDT ID#_CRR Cat A

Parent onsite asking for entire record

- Student/Parent completes records request form online (<https://www.collierschools.com/records>) and upload copy of the photo ID
- Records will then process request received within the LiquidOffice Work Queue

Handling Record Requests

School receives records request from another school district

- Provide the school/requestor with the following information.

To assist with quick processing of your records request, you will need to complete the student records request form electronically and submit.

Please have a valid copy of your photo ID or signed release form readily available to upload.

Click the link below to access the student records request form, complete the form, upload a copy of your photo ID and submit it so we can expedite your request.

[Student Records/Transcripts Request Form](#)

Note: Requests missing the proper identification documentation will be subject to cancellation after three (3) days.

If you have any questions, please feel free to email records@collierschools.com.

- Records will process request from within the LiquidOffice Work Queue

ACTIVE Student/Parent requesting copy of transcript (personal)

- School provides record(s) to student

INACTIVE Student/Parent requesting copy of transcript (personal)

- Student/Parent completes records request form online (<https://www.collierschools.com/records>) and upload copy of the photo ID
- Records will process request from within the LiquidOffice Work Queue

ACTIVE Student requesting transcript to be sent to a school/college

Florida

- School will send records electronically via FASTER

Outside of Florida

- Student/Parent completes records request form online (<https://www.collierschools.com/records>) and upload copy of the photo ID
- Records will process request from within the LiquidOffice Work Queue

INACTIVE Student requesting transcript to be sent to a school/college

- Student/Parent completes records request form online (<https://www.collierschools.com/records>) and upload copy of the photo ID
- Records will process request from queue

Handling Record Requests

Social Security (SSA) Requests that are received at the school level

- The following pages are kept by the school to process
 - Cover sheet
 - Administrative Information form
 - Development Questionnaire
 - Teacher Questionnaire
- School gets appropriate forms filled out, faxes to SSA, and sends all in as loose paperwork.
- School completes online records request form (<https://www.collierschools.com/records>) and uploads a copy of the SSA cover sheet received – Records will process request from within the LiquidOffice Work Queue.

**** DO NOT FAX ANY PAPERWORK TO RECORDS DEPARTMENT ****

Subpoenas for Records

- Schools should not accept a subpoena “for records” delivered to the school. Advise the process server that all record subpoenas are to be served at the District Administrative Office of Legal Counsel.

Subpoenas for Depositions/Witness Subpoenas

- The Principal or AP can accept for staff member so as not to disrupt the classroom.

*FHSAA – Florida High School Athletic Association

Handled by the School Athletic Coordinator (high school) or School Athletic Director (middle school)

All information is collected through the company Activate.

1. Parent creates an Account.
2. Electronically sign the following:
 - a. CCPS Athletic Code of Conduct
 - b. FHSAA Consent and Release (EL3 – participation form)
 - c. Parents Athletics & Activities Transportation Forms
 - d. Random Drug Testing: Consent to Test Forms
3. Uploads the following documents:
 - a. FHSAA Physical Evaluation (EL2 – physical)
 - b. Birth Certificate
4. All documents must be received before the student can participate.

Nothing is sent to DocVault. Everything stays within Activate.

If a parent or student needs a copy of anything submitted, they can log in to their account and access these items anytime, OR The School Athletic Coordinator/Director can retrieve these items if needed.

Handling Record Requests

*Military Records Request

- Facility completes records request form online (<https://www.collierschools.com/records>) and upload a signed release
- Records will process request from within the LiquidOffice Work Queue

*Homeschool Records

- Student/Parent/Facility completes records request form online (<https://www.collierschools.com/records>) and upload copy of the photo ID or signed release
- Records will process request from within the LiquidOffice Work Queue

Outgoing Requests

Request for records being sent FROM CCPS.

New/Returning Students to CCPS – upon entry to school

- School checks the records request screen in FOCUS to see if anyone has requested the record
- If not, the school will request records from previously attended school using the “[Request FROM CCPS](#)” form AND send an outgoing request via FASTER if the student is coming from another Florida School District.

Student Transfer From CCPS

Record Requests Log

Check the record requests log to verify if a school has requested records for a possible transfer.

From the Student Demographics screen, select Record Requests in the left sidebar.

  Record Requests

Record Request Log

Export
Filter: OFF

	Date	Requestor	Reason	School	Notes
	10/03/2023				

- Date: Request is received
- Requestor: K-12 Institution
- Reason: Student Transfer
- School: Describes where they are going/who is requesting (school name and county)
- Notes: May have contact information, etc.

Handling Record Requests

If the student is currently enrolled and a record request for a student transfer was logged, do the following.

- School will call to inquire about date student started new school
- School will print Withdrawal Checklist from the FOCUS demographics screen
This will be sent to Records as loose paperwork.
- School will drop schedule and withdraw student
- School will take before & after screenshots as needed
- School will enter note on student demographics screen

Records Request Log vs Enrollment Status Report

1. Click the Reports tab.
2. Select District Reports.
3. Select the Enrollment folder.
4. Locate and Run the report named Records Request Log vs Enrollment Status.
5. Select the start date. It is recommended that you select the first day of school.
6. Click the green Run button.

Note: If you receive the message no records found, then there is nothing more you need to do. If results display, proceed with the next step.

7. In the filter row, apply the following filters below:

Records Request Log vs Enrollment Status - District View

Start Date: 08/10/2023

1. Results Records: 136 Time: 1.52s

student_id	last_name	first_name	middle_name	school_num	school_code	school_title	enroll_date	enroll_code	drop_date	drop_code	request_date	requestor_desc	request_reason_desc	request_school	request_notes
				N999		PK-12 Nonpublic & Out-Of-State (N999)	2023-08-10	E03			2023-08-11	K-12 Institution	Student Transfer	St. Elizabeth Seton	
				0461	CPE	Calusa Park Elementary (0461)	2023-08-10	E01			2023-10-02	K-12 Institution	Student Transfer	Saint Ann Catholic School	Emailed records to :tfarley@stann.net.NCT
				9013	DET	Detention Center (9013)	2023-09-29	E02			2023-09-12	K-12 Institution	Student Transfer	St. Lucie Schools	St. Lucie Regional Juvenile Detention Center
				3900	FES	Family Empowerment Scholarship (3900)	2023-08-10	E03			2023-08-16	Parent/Guardian	Student Transfer	Undisclosed	Records e-mailed to mother at tfindley421@gmail.com
				9034	GCA	Gulf Coast Charter Academy South (9034)	2023-09-18	E03			2023-08-11	K-12 Institution	Student Transfer	Evangelical Christian School	Evangelical Christian School 8237 Beacon Bl
				N998	HME	PK-12 Home Education (N998)	2023-08-10	E01			2023-08-17	K-12 Institution	Student Transfer	Union County High School	Union County High School 10000 South Lake
				N998	HME	PK-12 Home Education (N998)	2023-08-18	E01			2023-08-11	K-12 Institution	Student Transfer	Marco Island Academy	emailed: drose@marcoislandacademy.org.pe
				N998	HME	PK-12 Home Education (N998)	2023-08-10	E01			2023-10-01	K-12 Institution	Student Transfer	FLVS	Records sent to dsanchi@locomobg@flvs.net
				N998	HME	PK-12 Home Education (N998)	2023-08-16	E01			2023-09-06	K-12 Institution	Student Transfer	Ahtachkee School	Seminole Tribe of Florida Ahtachkee School