PeopleSoft/Oracle
Campus Solutions
Version 9

Student Records 101
FERPA and Student Information

Texas Christian University
Information Technology
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Student Records – Personal, Academic and Enrollment Information

PeopleSoft Campus Solutions version 9 is available through the Internet. PeopleSoft is accessed through the TCU Portal at http://my.tcu.edu

- To login, go to http://my.tcu.edu
- Enter your TCU network User name and Password.

Security note: Anytime you are logged into my.tcu.edu do not leave your session open and unattended. My.tcu.edu is used for employee self-service and contains access to your personal information. Lock your computer (Ctrl+Alt+Delete) or log off if you need to leave temporarily. Sign off and close the browser when you have completed your work in PeopleSoft.

- Select the CS9PRD icon.
- To Sign Out click the Sign out icon in the upper right side of the window. Remember also to close all browser windows that are open.
Privacy of Student Records - FERPA

Students have the right to request that records be kept private. Within PeopleSoft, a student record marked as private will be displayed with a FERPA button at the top of the window.

FERPA, or The Family Educational Rights and Privacy Act (commonly known as the Buckley Amendment) establishes a ‘right to privacy’ for student academic records.

In general, the student, and only the student, can have access to the student’s academic records. University employees who have an “educational interest” may also have access. This can be frustrating for parents, but is firmly established in law. The law also establishes a small number of exceptions (response to court subpoenas in limited circumstances, for example). These exceptions are dealt with and documented by the Office of the Registrar.

The law defines a set of directory information that universities may release if the student does not request otherwise.

Directory information includes:

- Name
- Address
- Telephone number
- Birth date
- Major
- Degrees and official awards
- Participation in official activities and sports
- Weight and height of athletic team members.

Under the law, each student may request that directory information be withheld. The university honors that request by marking the records in PeopleSoft. In recent years, many students request protection from disclosure under FERPA as a result of stalking and other criminal victimization. Students who have requested that directory information be withheld are not listed in Frog Calls, on WEB pages, or in any fashion that might become available outside direct educational interests of the university.

Failure to follow FERPA may result in both institutional and individual liability. Individuals who fail to follow FERPA will be subject to discipline and possible termination.
My Favorites in PeopleSoft CS9

The My Favorites feature in CS9 allows you to bookmark pages that you use frequently. Once you add a favorite, it appears under the My Favorites folder in the left navigation menu. You can return to the page by expanding the My Favorites folder and clicking the link for the page.

My Favorites are designed for those users that log in by opening the Launch TCU Systems folder on my.tcu.edu and selecting the CS9PRD link. Self-service users will not typically see My Favorites.

The favorites that you setup are not stored on a specific computer but are associated with your user profile, so you can access them from other computers.

How to Add a Favorite

1. Open the page that you want to designate as a favorite.

2. Click the Add to Favorites link in the page header.

3. Click OK.

The Add to Favorites page appears, with the page name as the default in the Description field.

If you like, update the description for the favorite.
How to Edit your Favorites

1. Expand the My Favorites folder in the left navigation menu.

2. Click Edit Favorites.

   The Edit Favorites page displays the favorites that you have selected.

<table>
<thead>
<tr>
<th>Favorite</th>
<th>Customize</th>
<th>PIN</th>
<th>First 1 2 3 Last</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Roster</td>
<td></td>
<td>0</td>
<td>Delete</td>
</tr>
<tr>
<td>Transcript Request</td>
<td></td>
<td>0</td>
<td>Delete</td>
</tr>
</tbody>
</table>

3. Locate the favorite that you want to modify.
   - To change the label, type a new name in the box.
   - To delete a favorite, click the Delete button.
   - To reorder favorites, type an appropriate number in the Sequence number box.

4. Click Save.
Student Personal Information

Navigation: Campus Community > Personal Information (Student)

The Student Personal Information covered in this section includes:

- Biographical (Student)
  - Addresses/Phones
    - Addresses
    - Electronic Addresses
    - Phones
  - Emergency Contacts
- Add/Update Person
- Service Indicators

To access student personal information such as name, address, phone number, email address, etc. use the left navigation menu:

- Open the Campus Community folder and click on Personal Information (Student)

Notice the menu collection displayed to the right of the left navigation menu. Use the left navigation menu or the menu collection to navigate.
Searching, Navigation and Terms

Searching for a student is basically the same for each of the pages covered in this documentation.

Search for a Student

- **EmplID**: If you know the student’s ID number, enter it in the first field and press Search.

- **National ID and Campus ID**: are not good fields to use for a student search.

- **Last Name and First Name**:
  - Enter in the student’s **Last Name** and **First Name** and press Search.
  - By default the search criteria is “begins with”. Drop the list down to select other options.
  - You can search on just last name but not just first name.
  - You can use a % as a wild card in your search.
  - If your search yields more than 300 results, only the first 300 will be displayed.

- **Search Results**
  - If only one student matches your search the page will open with their information.
  - If more than one record matches your search, a list will be displayed. Click on any field for the student you wish to select.
Navigation Hints

Three buttons at the bottom of the page will help you in navigation:

- **Return to Search**: Click this when you are on a page and wish to return to the search results page.
- **Previous in List** and **Next in List**: When you have more than one record in your search results list you can quickly move to the previous or next in list with these buttons.

If you want to look up another student, select **Return to Search**, click the **Clear** button and enter in the new search criteria.

**Scroll Bars**

Many pages have scroll bars that allow you to look at different rows or pages of information for the student. Sometimes each row is for a different term, sometimes for a different class or different action taken.

Click **View All** to show all the data, click the triangle buttons to scroll forward and backward, or select **First** or **Last** to go to the first or last record.

**Page Tabs**

Many components have more than one page. Click on the tab at the top of the page to move to another page or use the link at the bottom.

**Terms**

Terms are comprised of four characters

- **Examples**: 4107 = Fall 2010
  4095 = Summer 2009
  4113 = Spring 2011

- First character will be a 3 (for 1900's) or a 4 (for 2000’s)
- Second two characters represent the last two digits of the year (i.e., 10 for 2010)
- The last character indicates the term:
  3 = Spring
  5 = Summer
  7 = Fall
Add/Update a Person

Add/Update a Person allows you view only access to student personal information. When you select the Add/Update a Person link a search page will be displayed.

The Add/Update a Person component has three pages: Biographical Details, Addresses and Regional. Each of these pages can be accessed by clicking on the tab at the top or by selecting the link at the bottom of the page.
Biographical Details Page

This page has several sections:

**Top section**

- Name
- ID
- Names link – click this to display the student’s name history, primary and preferred names.

**Person Information section**

- The Date of Birth will be masked for most PeopleSoft users
- Birth Information link will display birth location if it has been entered in PeopleSoft.
- Campus ID field is not used.

**National ID section**

The National ID is the same as the social security number and will be masked for most PeopleSoft users.
Contact Information section

- Addresses
  - The addresses area under Contact Information displays some address details.
  - Note that blue header above the addresses area. If a student has more than one address use the arrow button to access other address types or click View All and scroll down to see other addresses listed.
  - Click the Addresses link to go to the Addresses page.

- Phone
  - The Phone area displays the different types of phone numbers the student has and the preferred phone number.
  - The student can maintain their phone numbers through my.tcu.edu under Student Center.
  - Phone number types can include Current, Permanent, Business, Cellular, Fax, and Pager.

- Email
  - The Email area displays the student’s TCU email address
Addresses Page

Edit Addresses section

- The student’s addresses are displayed.

- The types of addresses include Home/Permanent, Mail/Current, Business, Billing and TCU. The Billing address is maintained by Financial Services, the TCU address is the TCU Post Office Box. The student can update the other addresses through my.tcu.edu, under Student Center.

Add Addresses and Add Address Types (along with the instructions below) are designed for users who have the ability to add and update addresses.
Regional Page

Ethnicity section

- Ethnic Group

History section

- Military Status
Electronic Addresses

Navigation – Campus Community > Personal Information (Student) > Biographical (Student) > Addresses/Phones > Electronic Addresses

The student’s current TCU email address is displayed.

Phones

Navigation – Campus Community > Personal Information (Student) > Biographical (Student) > Addresses/Phones > Phones

- The student’s phone numbers are displayed including the Preferred number.
- The student can maintain their phone numbers through my.tcu.edu under Student Center.
- Phone number types can include Current, Permanent, Business, Cellular, Fax, and Pager.
Emergency Contacts

Navigation – Campus Community > Personal Information (Student) > Biographical (Student) > Emergency Contacts

Emergency Contact Information Page

- Use the blue scroll bar buttons to view all the emergency contacts.
- To add a new emergency contact, click the plus sign.
- After adding or editing, click the Save button.

Emergency Contact Other Phones
**Service Indicators**

Departments have the ability to place service indicators (holds) for students. Service indicator types vary for each department. Examples are Advising Hold, Degree Plan on File, Financial Aid Office Hold, etc.

Navigation: Campus Community > Service Indicators (Student) > Manage Service Indicators

Manage Service Indicator Page

- Service Indicator buttons:
  1. A positive indicator is shown as a button with a red star.
  2. The negative service indicator is a button with a red circle and slash.
  3. Click on the service indicator buttons to open a new window and view details.
• To add a service indicator for a student, follow the steps below:

1. Click the **Plus** button.

2. Fill in the information for the required fields:
   - **Service Indicator Code** – use search button to select from list.
   - **Service Indicator Reason Code** – use search button to select from list.

3. Click the **OK** button to save the service indicator.

4. Click the **Plus** button to add another service indicator.

• To remove a service indicator for a student:

1. Select the Service Indicator you wish to remove by clicking on the Code link.

2. Click the **Release** button in the upper right corner of the window.

3. Click the yellow **OK** button at the bottom of the window to save.
Troubleshooting

Clear Temporary Internet Files

Clearing cache and cookies from your web browser will often fix problems encountered in PeopleSoft.

Internet Explorer

- Select Tools, Internet Options.
- On the General tab, click the Delete button located in the Browsing history section
- In the Delete Browsing History window, uncheck Preserve Favorites website data and check the rest of the boxes
- Click the Delete button.
- Click OK and close all your browser windows.

Mozilla Firefox

- Select Tools, Options.
- Click Privacy on the top navigation bar.
- Click the link for clear your recent history
- Click OK and close all your web browser windows.

Safari for Windows

- From the menu, choose Edit, Empty Cache...

Safari for Macintosh

- From the menu, choose Safari, Empty Cache...
- Click on Empty and close all your web browser windows.