

# FERPA for Parents and Family

The Family Educational Rights and Privacy Act sets forth requirements regarding the privacy of student records and affords students certain rights with respect to their education records.

## Do parents have a right of access to their student's educational records?

Although parents do not have a right to these records, the university is permitted to share these records with the parents if the student authorizes that access. Jacksonville State University utilizes the Gamecock Parent & Family Connection to provide and manage that access through a FERPA Waiver.

## Requesting access to your student's educational records

1. A parent can [initiate a request for access](#) to their student's information through the [Gamecock Parent & Family Connection](#) – FERPA Waiver.
2. FERPA authorization only grants access to information, it does not grant the right to act on the student's behalf.
3. The FERPA Waiver will remain valid until rescinded by the student.

## Joining the Gamecock Parent & Family Connection

The [Gamecock Parent & Family Connection](#) will allow you to connect to your student by sending them a request to access their records. On the day **after** the request is approved, you will have access to view their authorized information. The data will be updated nightly.

16 CREDIT HOURS	Full Time STATUS	\$186.33 ACCOUNT BALANCE	\$5,522.00 FINANCIAL AID
None FINANCIAL AID REQUIREMENTS	2.4285 OVERALL GPA	4 HOLDS	-- STUDENT BENEFITS

## Parents and Family Members can Join the Gamecock Parent & Family Connection for Free

1. Go to [jaxstate.campusesp.com](http://jaxstate.campusesp.com) and either sign in or sign up.
2. Complete a quick on-boarding survey

3. Update your profile. Users can click the person icon in the top right corner of the page and click "Edit my Profile."
4. Update notification settings. Users can click the person icon in the top right corner of the page and click "Edit Notification Preferences." You can get alerts when something changes!

## Connecting to Your Student

1. To connect to your student, click the graduation cap icon in the top-right corner of the page. Please note that your student must approve the request. Only then will you be able to access their information the following day.
2. Enter their Jacksonville State University email address (@stu.jsu.edu). Please note that families cannot request a connection to students who have recently been admitted but have not registered for classes. Connections are only possible **after** a student has registered for classes.
3. Parents and family can request access to:
  - Class Schedule/Enrollment Information
  - Grade(s) Information
  - Financial Aid Information
  - Account Balance
  - Holds on Account
  - VA Benefits Information

## Having trouble connecting to your student?

1. Cancel the request by clicking on the graduation cap. Click "Go to my connections," click on the connection you'd like to cancel, scroll to the bottom, then click "Cancel this connection."
2. Start a new request with the student's correct email address.
3. Student gets an email and approves your request.

When students accept their parent or family member's request, they must accept the connection and then must approve the FERPA requests. Parents and family members can either request everything or choose à la carte what they would like to see. Similarly, the student can either grant access to everything, or pick and choose what they would like their supporters to have access to. Students can revoke access at any time by logging into the [Gamecock Parent & Family Connection](#) with their Jax State username and password.

## Forgot your PIN?

During the process of requesting access to your student's record, you'll be asked to create a PIN. You'll need to remember this PIN – if your connection request is approved by your student and you need to call for information about your student's records, you'll need to use that number to confirm your identity and your ability to access your student's record.

If you can't remember your PIN, you follow the steps below to reset it:

1. Log in to your [Gamecock Parent & Family Connection](#) account

2. Click on the graduation cap icon at the top right side of the page
3. Click on 'Go to My Connections'
4. Choose the connection you need to adjust.
5. Click on "Forgot PIN? Click to reset"

## Directory Information

FERPA identifies certain information, called directory information, that may be disclosed without the student's permission.

- Student's name
- Mailing address
- Telephone listing
- JSU email address
- Enrollment status (full-time, part-time)
- Whether currently enrolled or not
- Class/level
- Major field of study
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Prior post-secondary institution(s) attended
- JSU photograph(s)
- Dates of attendance
- Thesis/dissertation title
- Degrees and awards received

# FERPA Waiver Process for Students

## Approving Requested Access

If you have a request outstanding in the Gamecock Parent & Family Connection, you'll receive an email that looks like this. You can click on the button to "Click here to approve this request" if you would like.

**You have a new connection request!**

February 09, 2024

Dear Student Name

Emily White is requesting your consent and permission to access your educational records. You may approve or decline this request, and you may revoke permissions at any time.

[Click here to approve this request](#)

Emily White is requesting access to the following educational resources:

- **Class Schedule/Enrollment Information**  
View student course schedule, credit hours, and other status information including degree, major and class year.
- **Grade(s) Information**  
View student course grades. Final grades will be posted at the end of each semester.
- **Financial Aid Information**  
View a list of student financial aid awards, the expected amount offered and whether the payment has been made
- **Account Balance**  
View the student account balance, and get notified about any outstanding charges.
- **Holds on Account**  
Get notified when there's a new hold on the student account, along with a description of the hold type.
- **VA Benefits Information**  
View a list of VA Benefits information from Jacksonville State University, including State and Federal Benefits available to the student.

If you grant permission to Emily White to view the above records, they will be able to access this information in Gamecock Parent & Family Connection. You may update your permission levels at any time by visiting [your student page](#).

Jacksonville State University

You can also grant access by going to the [Gamecock Parent & Family Connection](#) and clicking on the link that says "Are you faculty or a student? Log in here."

## Jax State is excited to partner with you to support your student's journey.

The Gamecock Parent & Family Connection is the Official Source of Information for Supporters of Jax State Students

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

[Forgot password?](#)

Remember Me

**Log in with email**



**Log in with Facebook**



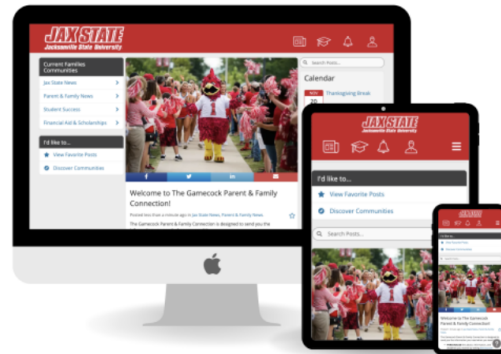
**Log in with LinkedIn**



**Log in with Google**

This site is protected by reCAPTCHA and the Google [Privacy Policy](#)  
[Terms of Service](#) apply.

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



### Your one-stop shop for:

- Access to important campus news and deadlines
- Personalized newsletters on your schedule
- Announcements via email and text message
- Sharing of updates with friends and family

You will be taken to a sign-in page. Enter your MyJaxState Username and MyJaxState Password and click “Log In.”


The screenshot shows two side-by-side panels. The left panel, titled "Login", has a red header and contains the text "Sign in to your account". Below this are two input fields: the first is labeled "MyJaxState Username" and the second is labeled "MyJaxState Password". A red "Sign In" button is positioned below the password field. The right panel, titled "Need Help?", also has a red header and contains two links: "Change your MyJaxState Password" and "Reset your MyJaxState Password". Below these links is a section titled "Technology Support Center" with a bulleted list: "Phone: 256.782.8324 (TECH)", "E-Mail: techsupport@jsu.edu", and "Web: http://www.jsu.edu/it".

Click the connection request for which you would like to approve access.

The screenshot displays a "Connections" interface with a light gray background. At the top left is the heading "Connections" and at the top right is a blue button labeled "Add Connection". Below the heading is the section "NEW Connection Requests". A single request is shown in a white card with a light gray border. On the left of the card is a circular profile picture placeholder with a red exclamation mark icon. To the right of the picture is the name "Fernando Cuaya" in blue and the email "fcuaya@campusesp.com". On the right side of the card, the text "Father - Requested 1 minute ago" is displayed next to a right-pointing triangle icon.

Select the records for which you would like to edit access. You may select to share all records or to individually select the records you'd like to share with the person who requested access. Click "Grant Access."

## Select records to share with



**Fernando Cuaya**  
fcuaya@campusesp.com

Father - Requested less than a minute ago

Grant access to records by checking specific boxes, and clicking "Grant Access" at the bottom.

### Records requested

These are records being requested for access to. Select all

#### Academic Information

**Class Schedule/Enrollment**

View student course schedule, credit hours, and other status information including degree, major and class year.

**Grade(s) Information**

View student course grades. Final grades will be posted at the end of each semester.

#### Financial Information

**Holds on Account**

Get notified when there's a new hold on the student account, along with a description of the hold type.

**Financial Aid Information**

View a list of student financial aid awards, the expected amount offered and whether the payment has been made

**Account Balance**

View the student account balance, and get notified about any outstanding charges.


Grant Access
Back to Connections

If the update to your connection was successful, you'll be taken back to the Connections screen and see a green banner at the top confirming that the connection has been updated.

Your connection with Fernando Cuaya has been updated.

## Connections Add Connection

### Active Connections

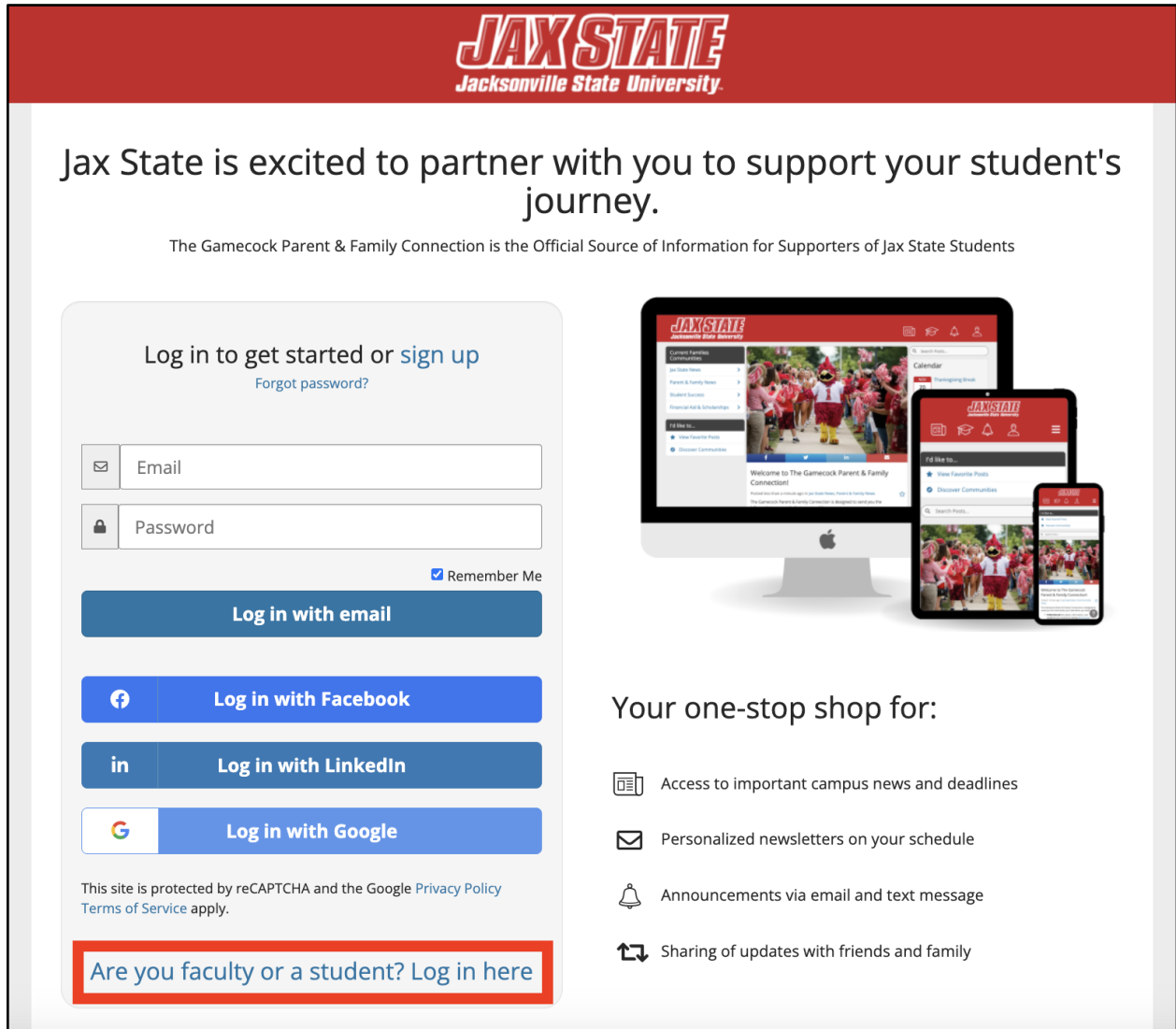


**Fernando Cuaya**  
fcuaya@campusesp.com

Father - Accepted less than a minute ago ▶

## Granting New Waivers and Access

To grant a waiver and access, go to the [Gamecock Parent & Family Connection](#) and click on the link that says “Are you faculty or a student? Log in here.”



**JAX STATE**  
Jacksonville State University

Jax State is excited to partner with you to support your student's journey.

The Gamecock Parent & Family Connection is the Official Source of Information for Supporters of Jax State Students

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

Email

Password

Remember Me

**Log in with email**

**Log in with Facebook**

**Log in with LinkedIn**

**Log in with Google**

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) [Terms of Service](#) apply.

**Are you faculty or a student? Log in here**

Your one-stop shop for:

- Access to important campus news and deadlines
- Personalized newsletters on your schedule
- Announcements via email and text message
- Sharing of updates with friends and family

You will be taken to a sign-in page. Enter your MyJaxState email and Password and click “Log In.”



### Login

Sign in to your account

### Need Help?

[Change your MyJaxState Password](#)  
[Reset your MyJaxState Password](#)


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**Technology Support Center**

- **Phone:** 256.782.8324 (TECH)
- **E-Mail:** [techsupport@jsu.edu](mailto:techsupport@jsu.edu)
- **Web:** <http://www.jsu.edu/it>

After you log in, you will be taken to the Connections page where you can click “Add My First Connection.”

## Connections



No active connections

Add a connection to share academic and financial records with a parent, family member or supporter. Your connections will get notified about student data changes to help support your progress! You can update or remove record access at any time.

Enter the person’s email address and use the drop-down menu to select their relationship to you. Click “Continue.”

### Who do you want to connect with?

Enter their email address and relationship to you.

Connection's email address

What is their relationship to you?

Select the records you would like to share. You may either select to share all available records or individually select the records you'd like to grant access to. Then, select "Grant Access" at the bottom of the screen.

The screenshot shows a user interface for sharing records. At the top, it says "Select records to share with". Below that is a profile card for Rebecca McCrory, with the email address rmcrrory+1@campusesp.com and the role "Mother". A note says "Edit or remove access to records at any time by checking specific boxes, and clicking 'Continue' at the bottom." The main section is titled "Records available to share" and includes a "Select all" checkbox which is checked. The records are grouped into three categories: Academic Information, Financial Information, and Account Balance. Each record has a checkbox that is checked.

Category	Record Name	Description	Selected
Academic Information	Class Schedule/Enrollment	View student course schedule, credit hours, and other status information including degree, major and class year.	<input checked="" type="checkbox"/>
	Grade(s) Information	View student course grades. Final grades will be posted at the end of each semester.	<input checked="" type="checkbox"/>
Financial Information	Holds on Account	Get notified when there's a new hold on the student account, along with a description of the hold type.	<input checked="" type="checkbox"/>
	Financial Aid Information	View a list of student financial aid awards, the expected amount offered and whether the payment has been made	<input checked="" type="checkbox"/>
Account Balance	Account Balance	View the student account balance, and get notified about any outstanding charges.	<input checked="" type="checkbox"/>

At the bottom, there are two buttons: "Continue" and "Cancel".

You will see a green banner at the top of the page if your connection request has been successfully sent to the person you granted access to. They will receive an email detailing your connection request. You'll receive an email notification if the person confirms your connection request to view aspects of your student record.

And now, feel free to repeat this process if you would like to grant access to additional parents, family members, supporters, etc. You can grant access to anyone who supports you!

Your connection request has been successfully sent to Rebecca McCrory!

## Connections

Add Connection

Awaiting Confirmation



Rebecca McCrory

rmccrory+1@campusesp.com

Mother - Invited less than a minute ago

