



Parent/Guest Guide for Parents

Purpose

This guide is meant to give parents an understanding of the new “Parent/Guest Access” function within the Rockweb account of Rockhurst University Students. It is important to remember that the control of the Parent/Guest Access belongs solely to the student. At Rockhurst University, we believe in positive communication between our students and their parents and appreciate the support given to students by their parents. We also understand the frustrations voiced by parents when, as a University, we cannot always provide requested information concerning our students. The issue in these cases is that we are limited in what can and cannot be released to third parties, including parents.

The Family Education Rights and Privacy Act (FERPA) is a Federal Law which provides students certain rights with respect to their educational records. Under this law, Rockhurst University is restricted in releasing certain student information without the consent of the student. In an effort to balance the protections of FERPA with the student’s decision and desire to share their information with selected third parties, we have developed a “Parent/Guest Access” program.

Further information concerning FERPA is available to you on the U.S. Department of Education FERPA Website. The Rockhurst University FERPA Policy is found at http://www.rockhurst.edu/media/filer_private/2012/05/02/ferpapolicy2012.pdf

Should you and your student decide to take advantage of the Parent/Guest program, we hope you will find it helpful. Additional important information as well as instructions are provided below.

Instructions for Parents/Guests:

1. Once your student has added you as a Parent/Guest you will receive email notification at the email address provided by the student. ***You may want to discuss the most secure email address to use with your student beforehand.*** The email will provide you with a URL link along with a temporary “action password”. Please retain this password to establish your new PIN.
2. You will be directed to enter the temporary password and then to establish a 6(min) to 15 (max) character password for subsequent logins. The “temporary action password” is used in the “old PIN” field when establishing the new PIN.

3. After the password change is made you will be asked to complete a profile. Please be sure to complete all required information marked with an * in red or you will not be able to proceed.
4. After the initial login you will go to Rockweb for subsequent logins (link below) and select the Parent/Guest Menu. **Please do not attempt to login to the original ULR link again. It is very important that this special link and special password be used only once.**
5. **ROCKWEB LINK for future login:** <https://rockweb.rockhurst.edu>
6. Once you have signed in and completed your profile, your student will authorize specific web pages for you to view and you will receive an email detailing those pages.
7. **Having been given authorization to view screens in the Parent/Guest Access menu does not mean the student is giving implied consent for the person with this access to discuss the information that has been made available to them with the University. In order for a "School Official" to discuss information protected under FERPA we must have a signed FERPA release form on file at Rockhurst (turned in by the student). A FERPA release form can be accessed on the Registrar website <http://www.rockhurst.edu/academics/registrar/forms/>.**

*Note: In the absence of student consent, the parents (or legal guardians) must provide a copy of their Federal Income Tax form for the most recent year, indicating that the student was claimed as a dependent. This form should be submitted to the Office of the Registrar along with a signed and dated letter with the name of the student and the specific information requested. **The student will be notified that a request for confidential information has been received and the University will then comply with the request.***

Common issues:

- If you forget your password, a new temporary password can be established by your student through their Rockweb account via the Parent/Guest Access tab.
- To be in compliance with FERPA, the student has complete control over what information, if any, they authorize to a third-party for viewing.
- If you are trying to access Parent/Guest Access at work, many businesses have a firewall that will not allow access to some outside internet sites. You may have to contact the network administrator at your workplace to see if an adjustment can be made to the firewall software to allow access to the website
- If your access disappears at some point this may mean that the dates for access that your student set have expired and must be reset. This may also mean that it was done intentionally. It is best to contact your student to discuss the issue. Remember, the student is in complete control of access.