

## **Student and Staff Centered Reflection**

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### **Outcomes**

SSA-05. Demonstrate a working knowledge of the requirements of record maintenance, storage and retrieval.

SSA-07. Demonstrate a working knowledge of the role of the custodian of records and the responsibilities of that position.

### **Context**

Santa Clara County Office of Education provides services directly to students in several different areas including Alternative Education, Special Education and Head Start. I manage a group of 8 Analysts who support Enterprise Business Systems such as ERP, Document Management, SIS. These system are used by the School Districts in Santa Clara and San Benito Counties.

### **Artifact**

The artifacts presented are two essays; one on the role of the Custodian of Records and the second on record maintenance.

### **Reflection**

My group at SCCOE provides Document Management SaaS for districts in Santa Clara and San Benito counties. We always emphasize the importance of data security to our customers however we have done so from a business, SOX, and HIPPA point of view. Most of the team's experience, including myself, is from private industry. We sometime lack information from a school and student point of view.

Data Security and Privacy is covered by State and Federal laws. Records retention in K12 is far more complex than I knew about with state laws and Ed Code that govern the storage, tracking and disposal of records. This was all new and useful information for me because it was very detailed. I had learned about privacy with broad brush strokes. Steve's presentation took it down to the detail level and focused on data privacy and management in K12; FERPA, CIPA, COPPA, and SOPIPA. The entire role of the custodian of records was new information. Steve also explained the new privacy acts that cover privacy and the internet.

Andrea also shared the new report by Fagen Friedman and Fulfrost. I feel very lucky that I had this training before I stepped into the role of a CTO. It has better prepared me to be a CTO but also now in my current role as Manager of Application Support. The well-organized information

provided by Steve was a goldmine that I quickly shared with my team upon my return. We are incorporating more about student data privacy to our document management. We will not be experts on student data privacy but can point to important laws and mandates about student data privacy and resources for our districts.