

# COMMUNICATING WITH BENEDICTINE COLLEGE

There are three distinct and equally important ways students may grant permission for Benedictine College officials to communicate with parents regarding separate areas of college-related matters specific to students: RavenZone Proxy User, TouchNet Authorized User, and FERPA Waiver.

## **Set up Proxy Users in RavenZone**

RavenZone is Benedictine's online platform which allows students to register for classes, view grades, access transcripts, accept financial aid, view bills and more. Students may opt to set up another RavenZone user (a proxy user) and give that user permission to access complete or select view-only student information, such as grades, course schedule, satisfactory academic progress (with regard to maintaining aid and scholarships), financial aid information, notifications and more.

### **For more information:**

Benedictine.edu/proxyuser  
Kathy Kinney (Software Support)  
kkinney@benedictine.edu | 913.634.1545

## **Set up Authorized Users in TouchNet**

TouchNet is Benedictine's billing and payment system platform, which operates independently of RavenZone. Parents, grandparents, guardians, or anyone who helps a student understand his or her financial situation at Benedictine College may be enrolled by the student as Authorized User in TouchNet. Authorized Users to whom students have granted access receive outreach emails and push notifications related to Student Billing, may view and print a student's billing statement, see current account activity, make payments now or schedule, see current account activity, make payments now or schedule future payments, set up payment plans and manage a student's tuition account, anytime day or night. This is independent of RavenZone Proxy User.

### **For more information:**

Benedictine.edu/authorizeduser  
Megan Crowley (Cashier)  
mcrowley@benedictine.edu | 913.360.7403

## **Review Information about the FERPA Waiver**

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. Prior to a student turning 18, FERPA affords parents certain rights with regard to their student's education records. When a student turns 18 years old, or enters a postsecondary institution at any age, the rights under FERPA transfer from the parents to the student.

At Benedictine College, records may be released to parents if a student has completed the college's FERPA Waiver. Parents should not expect outreach initiated by the college regarding a student's education-related records. The FERPA Waiver may be obtained by the student and signed in the Office of Academic Records in St. Benedict Hall, 114. The student should bring a photo ID. Note that the FERPA Waiver is not currently available online.

Further, college personnel may disclose information to the parents of a student, without the student's consent, if the student is a dependent for tax purposes. Parents may be asked by a college employee to validate that the student is a tax dependent.

Even if a student has signed the FERPA Waiver or is a tax dependent, prior to releasing FERPA-protected information, college personnel: 1) will confirm with the Office of Academic Records that the student has completed the FERPA Waiver or is a tax dependent, 2) may attempt to involve the student in the dialogue between the parent and the college, and 3) may take steps to confirm a parent's identity. These steps may take some time, so please be patient.

### **For more information:**

Benedictine.edu/ferpa  
Sister Linda Herndon, O.S.B., Ph.D.  
(Associate Academic Dean)  
lherndon@benedictine.edu | 913.360.7553

Finally, it is important to keep in mind that the student remains Benedictine College's primary point of contact. Parents should not expect outreach from the college regarding a student's academic performance, class attendance, discipline or billing from college personnel. As such, the RavenZone Proxy User may provide the right level of access in the most convenient manner.

