Protective Orders Restricting Access to Student Records
(Family Code § 6323.5 / SB 24)

Authority: Family Code § 6323.5; Education Code student records provisions; applicable federal and state privacy laws (including FERPA).

Purpose:
To ensure the Santa Cruz County Office of Education (COE) complies with court restraining orders that prohibit a party (including a parent who would otherwise have access) from obtaining records or information pertaining to a minor student's education and related activities.

Scope:
Applies to all COE programs and sites that create, maintain, or access student records or student information, including alternative education programs, special education records maintained by the COE, and any COE-managed student information system (SIS) or parent portal access.

Definitions:

- **Protected Order:** A court order issued under Family Code § 6323.5 restraining a party from accessing records/information pertaining to a minor child's education (and potentially other areas such as health care, daycare, recreational activities, or employment).

- **Student Records/Information:** All education records and any student information maintained or accessed by the COE, including schedules, attendance, grades, discipline, services, IEP/assessment records maintained by the COE, contact information, location information, portal access, and communications.

Designated Official (Required):
The Superintendent/designee shall designate a **6323.5 Order Designee** (primary and backup) who is responsible for receiving orders, implementing protections, and maintaining documentation.

Submission Procedure (Required):

1. The COE shall maintain a procedure for submission of Protected Orders to the **6323.5 Order Designee** by secure email, in-person delivery, mail, or fax (if used).

2. Front office and site staff shall immediately route any Protected Order received to the Designee without delay.

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Implementation and Access Control (Required):
Upon receipt of a Protected Order, the COE shall promptly implement measures to ensure the restrained party cannot access student records or information, including:

- SIS flag/alert and "no release" designation

- Parent portal/account disablement (as applicable)

- Communications restrictions (as applicable)

- Paper file controls (as applicable)
  All requests from the restrained party (or suspected proxy) shall be routed to the Designee for handling.

Documentation to Submitting Party (Required):
The COE shall provide the submitting party written confirmation documenting:

- **When** the order was received

- **When** it was provided for implementation

- **To whom** it was provided (by role/title)

- When access restrictions were implemented

Confidentiality / Limited Distribution:
The order shall be treated as confidential and shared only with staff whose role requires implementation ("need-to-know"). Staff shall not confirm or discuss the existence or details of a Protected Order with the restrained party.

Training:
The Superintendent/designee shall ensure annual training for records staff, administrators, and relevant site staff on these procedures, including scripts and escalation steps.

Review and Updates:
The COE shall periodically review implementation, including SIS access controls, and update procedures as needed.