

Schools often struggle to find the line when it comes to a request by a student to view their BIT records. While this request is an infrequent one, a team may question what exactly needs to be supplied to the student. Should it include mental health records and incident reports? What about faculty who have emailed the team a concern about the student? How much is too much when it comes to record requests?

In the end, records kept by the BIT are governed by FERPA. Once a record is released from a more privileged relationship (such as from a licensed counselor or nurse practitioner), the record becomes part of the FERPA record and could be made available to the student.

Given that the entire record is potentially discoverable by the student, it is essential to ensure that the record itself is objective and professional, avoiding subjective descriptions, diagnoses, slang phrases or an offensive tone. If a faculty reports a student behavior in class via email and types "I want this crazy bi-polar student out of my class. I'm tired of his rambling chatter. It is disrupting my ability to teach," it would be advisable for a BIT member to contact the faculty and encourage them to resubmit their concerns in a more professional manner and, ideally, within the online submission form.

In some cases, it can be helpful if the team's online report form uses checkboxes or multiple choice options to help the reporter remain more objective and professional as they express their concerns. In the end, the student can potentially access these reports and the team should strive to have reports be free from overly casual or insulting language. Likewise, well-meaning reporters may also share information they believe to be useful related to mental health diagnoses regarding the student. Even if the faculty is trained in psychology, this kind of report is inappropriate and should be sent back to the faculty to be re-written.

It may be helpful to review some of NaBITA's online offerings related to note writing and record keeping. Some examples of these are:

[BIT and Case Management Notes: 101](#)

[How to Write Good Case Notes: An Essential Skill for BIT Members, Case Managers and Counselors](#)

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