



Peer Learning Facilitator Supervision, Scope, and Student Grade Access

Peer Learning Programs – Instructional Student Assistant (ISA) Policy and Guidelines

Scope and Purpose

This document establishes the supervisory structure, role scope, and institutional authority governing Instructional Student Assistants (ISAs) employed as Peer Learning Facilitators (PLFs) within CSUSB Peer Learning Programs. It further defines the conditions, limitations, and safeguards under which PLFs may, in limited circumstances, access or support work involving protected student information, including student grades.

Supervision Structure

PLFs are supervised by Academic Centers for Excellence (ACE) staff and administrators:

- **Peer Learning Programs Coordinator:** Indirect supervisor responsible for field-level hiring, training, and program oversight.
- **Director of ACE:** Direct supervisor of record.

While PLFs collaborate with course instructors (faculty) in the academic departments where support is embedded, **faculty are not supervisors or hiring agents of ISAs and may not assign or expand ISA duties.**

Policy Statement

Peer Learning Facilitators are employed by CSUSB under the ISA classification to provide peer-led academic support through Supplemental Instruction (SI), Embedded Tutoring, and Embedded SI. Their primary responsibilities are instructional support, collaborative learning facilitation, and student success coaching, not evaluation or assessment.

Accordingly, **Peer Learning Facilitators will not ordinarily be granted access to individual student grades.** Any access or management of student grade data must meet all of the following conditions:

1. **Need-to-Know Authorization:** Access is granted only when explicitly required to perform assigned duties and must be authorized by the designated supervisor (Coordinator or Director).
2. **CSU Information Security Compliance:** Grades are classified as Level 2 – Internal Use data, requiring restricted access, secure handling, and appropriate training.
3. **FERPA Alignment:** ISAs may be considered “school officials” only when performing institutional services under direct university control and are bound by FERPA’s limits on disclosure and re-disclosure.
4. **Confidentiality and Training:** ISAs must complete FERPA training, sign a confidentiality and appropriate-use agreement, and follow all CSUSB IT security policies.
5. **Supervision and Verification:** The designated supervisor retains responsibility for ensuring any ISA involvement with grades is authorized, monitored, and compliant. Final grade entry and submission remain the responsibility of the course instructor of record.

Background Checks

As mandated by CSU and CSUSB policy, all ISA hires undergo a criminal background check prior to appointment. This satisfies risk management requirements when Level 2 data access is authorized.

Guidelines for Supervisors and Faculty Collaborators

When PLFs May Access Grades

- Only when grade-related responsibilities are explicitly assigned by the Peer Learning Programs Coordinator or ACE Director.
- Only the minimum data necessary to complete the assigned task may be accessed.
- Access must be limited by system permissions or by providing only the specific files or assignments to be graded.

Required Safeguards Before Granting Access

- 1. Authorization**
 - Must come from the designated supervisor (Coordinator or Director).
 - Faculty may request ISA support but may not authorize access independently.
- 2. Training and Agreements**
 - Completion of FERPA training.
 - Signed confidentiality and appropriate-use agreement (filed with Human Resources).
 - Completion of CSUSB IT security training related to handling Level 2 data.
- 3. Oversight**
 - All grade-related work must occur under the oversight of the designated supervisor.
 - The course instructor of record must review and validate any ISA grading before inclusion in the course record.

When PLFs Must Not Access Grades

- For routine support activities (SI sessions, tutoring, collaborative learning, study coaching).
- For broad access to rosters, overall course grades, or records outside the assigned course or section.
- When access cannot be supervised and verified.

Responsibilities

- **Supervisors (Coordinator, Director):** Approve, train, and monitor any grade-related duties assigned to PLFs.
- **Faculty collaborators:** Work with PLFs on instructional support and may request grading assistance through program supervisors, but may not independently assign or authorize these duties.
- **All parties:** Ensure any suspected misuse of student data is reported immediately to the Peer Learning Programs office and CSUSB IT Security.

References

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