

RECORDS POLICY

POLICY & PROCEDURES MEMO

Category: Student Affairs (SA)

Policy No.: SA-110

Effective Date: 8/2/2021

I. PURPOSE

To define education and other student records, establish parameters for appropriate use of said records, establish student rights relative to education and other student records, and ensure compliance with applicable laws and regulations. The policy outlines student rights and responsibilities, provides operational procedures for maintaining educational records as well as college procedures relating to student records, both credit and non-credit.

II. POLICY STATEMENT

Goodwill Technical College (GTC) has the legal right and moral obligations to establish rules for maintaining and disclosing information on students at the College. The Student Records Policy provides operational procedures for administering and maintaining education and other student records in compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA). Student academic and financial records are housed in the college's student information system, Campus Café and are accessible to designated personnel for educational purposes.

III. DEFINITIONS

Student: Any person who attends or has attended Goodwill Technical College

College Official: A person employed by Goodwill Technical College in an administrative, supervisory, academic, or support staff position

Education Records: Any record (in handwriting, print, or other medium including grade books, attendance records and/or roster, course schedules, fee bills, student conduct records, etc.) maintained by Goodwill Technical College Records directly related to a student and maintained by the institution.

Counseling, medical, and student activities records are not education records and, further, education records do not include:

- A personal record kept by a staff member if it is kept in the personal possession of the individual who made the record, and information contained in the record has never been revealed or made available to any other person except the maker's temporary substitute.
- Records related to an individual who is employed by an educational agency or institution, that:
 - are made and maintained in the normal course of business;
 - related exclusively to the individual in that individual's capacity as an employee; and
 - are not available for use for any other purpose.
- Records on a student, that are:
 - made or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional acting in his or her professional capacity or assisting in a paraprofessional capacity;
 - made, maintained, or used only in connection with treatment of the student; and

- disclosed only to individuals providing the treatment. For the purpose of this definition, “treatment” does not include remedial educational activities or activities that are part of the program of instruction at the agency or institution.

IV. GENERAL PROVISIONS

Access to student education records is governed by the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. All requests by students and/or outside agencies for information relative to a student's academic record must be completed by staff in the Student Affairs Office. If a student's participation in a federally or state funded program requires that program to verify enrollment status for participants, the college may comply with those program requirements.

Prior consent of the student is not needed for disclosure of Directory Information (see next section) or for disclosure of a student's educational record to college officials with a legitimate educational interest in the record. College officials having a legitimate educational interest include any College employee acting within the scope of her or his College employment, and any duly appointed agent or representative of the College acting within the scope of his or her appointment. In addition, the College may, at its sole discretion, forward education records to the officials of another institution (a) in which a student seeks or intends to enroll if that institution requests such records, or (b) if the student is enrolled in, or is receiving services from, that institution while she or he is attending Goodwill Technical College.

FERPA requires that a student's education records be disclosed only to persons who meet the strict definition of a college official who has a legitimate educational interest in the records (or others explicitly granted access under the law). Students may authorize individuals to access their education records at the College by filing a Consent to Release Student Information Form to the Student Affairs office.

Directory Information

FERPA provides that certain information, designated as directory information, concerning the student may be released by the College unless the student has informed the College that such information should not be released.

Directory information at GTC includes name/s, address(es), telephone number, email address, date of birth, dates of attendance, degrees and dates received, current schedule of classes (released to GTC, local, state, and federal law enforcement agencies only), program and major, full- and part-time status, and level (i.e., undergraduate).

A student who desires that any or all of the above listed information not be released must notify the Student Affairs office by filing a Withhold Directory Information Form each semester within 10 days after the final day of registration. Requests for further information should be made to the Student Affairs office.

V. DESIGNATION OF CUSTODIANS OF RECORDS

1. Academic and Admissions Records

The Director of Student Affairs is designated as custodian of academic and admissions records of enrolled and prospective students including admissions records, test scores, transcripts, class schedules, admissions applications, immunizations (and waivers), official and unofficial transcripts.

All forms/written documentation of students' grades, grade point averages, academic standing, degrees, and program completion must be completed by the Director of Student Affairs. Faculty may access the on-line records of the students for advising purposes and/or determining the registration status of students enrolled in their classes. FERPA does not require the disclosure of any information to any party other than the student.

2. Financial Records

The Student Financial Aid Accounting Manager is designated as custodian of financial records and veteran's affairs records of students.

3. Student Conduct Records

The Director of Student Affairs is designated as custodian of student conduct records as it pertains to violations of the Student Code of Conduct. Disciplinary actions affecting a student's enrollment status with the College may be noted on a student's academic transcript.

4. Counseling Records

The Director of Student Affairs is designated custodian of student counseling records. Records developed in delivery of personal counseling services provided through or in consultation with the College Counselor is confidential and available only to that staff member. Only as required by law or with specific authorization of the student would information from counseling records be released.

5. Student Employment Records

The Director of Student Affairs is the designated custodian of student employment records such as job placement forms, wage runs, graduate follow up surveys, and employer follow up surveys.

6. Health Records

The Director of Student Affairs is the designated custodian of student health records. Except as required by law or with written consent of student, student health records are available only to the student, the college officials, or to medical personnel designated by the student.

VI. ACCESSING STUDENT RECORDS

1. FERPA Rights of Students

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records (Note: An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution).

These rights include:

- a) The right to inspect and review the student's education records.
- b) The right to request the amendment of the student's education records.
- c) The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the Act and the regulations authorize disclosure without consent.

- d) The right to file with the U.S. Department of Education a complaint concerning alleged failures by the institution to comply with the requirements of the Act and the regulations.
- e) The right to obtain a copy of the institution's student record policy.

2. Release of Student Records/Transcripts

Release of information and/or the issuance of transcripts must be made through the proper request procedure and must be authorized by the student. Transcript requests made by telephone or requests made by the parent, spouse, or prospective employer of a student will not be honored except with the written authorization of the student. The parent of a student less than 18 years of age may be provided a copy of the student's transcript if the student is a dependent of the parent as defined by the Internal Revenue Service. Transcripts may be issued upon request to institutions to which a student transfers provided the student concurs in the request. Transcript request forms are available in Administrative Office and may be mailed or submitted in person. Transcripts will not be issued if a student has any form of hold on his/her account.

3. Access to Education Records

A student should submit to the Director of Student Affairs, a written request that identifies the record(s) the student wishes to inspect. The college official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the college official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

Law enforcement officials do not have the right to access to a student's record unless they have a lawfully issued, valid subpoena. An IRS summons is a subpoena. College officials may release information in the event of an emergency if the knowledge of the information is necessary to protect the health and safety of students or other persons.

A student may have access to his/her academic record only after the student has supplied a student ID or other picture ID. A student may have access only to his/her own record. A written request and appointment may be required.

4. Student Information System (SIS) Records

- Faculty may access the on-line records of the students for advising purposes and/or determining the registration status of students enrolled in their classes.
- Clerical/administrative staff may access student records for faculty to use in academic advising and/or to determine the registration status of students enrolled in classes.

VII. AMENDMENTS AND COMPLAINTS

1. Amendments to Student Records

If a student believes that any of the education records relating to her or him contain information that is inaccurate, misleading, or in violation of her or his rights of privacy, she or he may ask the College to correct or delete such information. The student may also ask that additional explanatory material to be inserted in the record. A student may obtain

copies of records at the students' expense. An official copy of the student's academic record will be prepared at the cost of the transcript fee for that academic year.

If a request to amend education records is refused, the student shall be so informed and shall be advised of the right to a hearing and the procedure to follow to obtain said hearing. An ad hoc committee will be established for this purpose and led by a college official who is a disinterested party. If, as a result of a hearing, the information challenged is deemed inaccurate, misleading, or otherwise in violation of the privacy or other rights of the student, the Director of Student Affairs shall amend the education records of the student and so inform the student. If the result of the hearing is that the information is not inaccurate, misleading, or otherwise in violation of the privacy or other rights of the student, the Director of Student Affairs shall inform the student of the right to place in the education records a statement commenting upon the information in the records and/or setting forth any reasons for disagreeing with the decision of the College. Such comment or explanation by the student shall be maintained, and, if the education records or the contested portion thereof is disclosed by the College to anyone, the explanation also shall be disclosed. Students requesting a hearing should submit a request in writing to the Director of Student Affairs.

Students may not inspect and review the following kinds of records: financial statements submitted by their parents; confidential letters and recommendations with respect to admissions, applications for employment, or receipt of an honor or honorary recognition, provided the students have waived their rights of inspection and a review; education records which contain information about more than one student, in which case access only to that part of the record which pertains to the inquiring student will be permitted.

The College will not provide copies of official transcripts which have a financial-hold.

2. Complaints Regarding Education Records

A student who believes there has been a violation of the provisions of FERPA may file a complaint with the Family Policy Compliance Office of the U.S. Department of Education:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5920

Complaints must contain specific allegations of fact giving reasonable cause to believe that a violation of FERPA has occurred.

3. Right to Deny Copies

Goodwill Technical College reserves the right to deny transcripts or copies of records not required to be made available by the FERPA in any of the following situations:

- The student has an unpaid financial obligation to the College or has not provided required admission documents.
- There is an unresolved disciplinary action against the student.
- The student has failed to return college property loaned to the student.
- Any other circumstance when the College determines it is in its or the student's best interest to deny copies or transcripts.