

CPTC Procedure: Student Records Access

The Registrar has the authority and responsibility for managing student records and records access. Student records are protected and maintained in accordance with the applicable federal, state, and accreditation guidelines. The Family Rights and Privacy Act of 1974 (FERPA) provides federal regulations and guidelines for the protection and confidentiality of student records.

Scanned electronic student records are stored in a digital imaging software database. Hard copies of academic records for credit students are stored in a fireproof vault or filing cabinet, until scanned and converted into an electronic document. A scanned electronic record or a hard copy record is maintained in accordance with Procedure: 6.3.2p. TCSG Student Records Retention Schedule on all students.

1. Student Access

- a. Students who are enrolled at Coastal Pines Technical College or have been enrolled formerly at Altamaha Technical College or Okefenokee Technical College have the right to inspect their academic records, disciplinary records, and financial aid records, with certain exceptions. Such inspection must be scheduled with the Student Affairs Office.
- b. A complete copy of the student's official transcript may be obtained through a written request to the Student Affairs Office, or through a request on Banner Web, and payment of the transcript fee. Telephone requests will not be honored. At least 48 hours must be allowed for processing after receipt of the request.
- c. Students may also access their unofficial transcripts on-line through Banner Web. Instructions for obtaining unofficial transcripts on-line are available in the Student Affairs Office.
- d. Students have a right to challenge contents of records if, upon inspection, they believe that their records contain inaccurate, misleading or is otherwise in violation of his or her privacy rights under FERPA. Such request should be made in writing clearly identifying the part of the record the student wants changed and why the record should be changed. This request should be given to the Registrar's Office. If the requested changes are made, the College will notify the student in writing within 45 days. If the requested changes are not made, the College will also notify the student in writing and advise the student of the right to a hearing before an impartial party designated by the College.
- e. Students will be denied transcript services for indebtedness to the College or for other "holds" placed on their record.
- f. Grades are not made accessible to students via telephone, and request for such will be denied.

2. Instructor and Administrator Access

- a. Only those instructors and administrators who have a "legitimate educational interest" in the student's record will be permitted access.
- b. Student paper folders will be reviewed within the confines of the Student Affairs Office.
- c. Instructors and administrators will request permission from the Student Affairs Office to review student records.

3. Third Party Access

- a. Relatives of students can receive access to student records with the student's written consent.
- b. Police officers, court officials and attorneys must have a subpoena or court order before student record information can be released. The College will make a reasonable attempt to notify the student before compliance with the subpoena. The record keeper and the legal counsel may contact the local courts, law enforcement agencies, and attorney to assure they are aware that the delay is necessary in responding to such a subpoena.
- c. Personnel from accrediting organizations and government-authorized studies will be permitted access, although all personally identifiable information will be destroyed after use.
- d. The Board of Directors as a body may examine student records on file at Coastal Pines Technical College; however, information in records may not be released to individual board members.
- e. In an emergency, information may be released if a person's health or safety is at stake and if the person receiving the information is in a position to act on it. Such action ensures that information will be released to as few people as possible.

The following information may be contained in each student's files: application for admission, standardized test results, transcripts, grades, residency information, and any other suggested documentation, in accordance with the TCSG Student Records Retention Schedule.

FERPA

Annually, Coastal Pines Technical College informs students of the Family Educational Rights and Privacy Act (FERPA) of 1974. This act, with which the College fully complies, was designed to protect the privacy of educational records, to establish the right of the student to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. Students have the right to file complaints with the FERPA office concerning alleged failures by the College to comply with the act.

Responsibility:

The Vice President for Student Affairs has the overall responsibility of ensuring this procedure is implemented.

Adopted: June 2, 2014

Revised: March 16, 2022