

# Davis Technical College

## Student Records Policy and Procedures

**Effective Date: August 11, 2014**  
President's Council Approval: August 11, 2014

### 1. Purpose

The College is required to collect, tabulate, report, and archive information related to student enrollment and study. In compliance with the Family Educational Rights and Privacy Act (FERPA), the College is also responsible for protecting the privacy of students and to provide students with the right to inspect, review, and amend student educational records, as deemed appropriate.

### 2. References

- 2.1. Family Educational Rights and Privacy Act (FERPA)
- 2.2. Governmental Records Access and Management Act (GRAMA)

### 3. Definitions

- 3.1. **Transcript** - A permanent record of a student's educational accomplishments including coursework completed and certificates issued.
- 3.2. **Institutional Certificate** - A formal document awarded to students who accomplish specified training goals. Certificates may recognize completion of an established program (Certificate of Program Completion), completion of coursework (Recognition of Training), and individual accomplishment (Certificates of Accomplishment).
- 3.3. **FERPA** - Family Educational Rights and Privacy Act which is designed to protect the privacy of students and provide guidelines for the release of records.
- 3.4. **Parent** - Includes a parent, guardian or individual acting as a parent of a minor student in the absence of a parent or guardian. An education agency or institution may presume the parent has the authority to exercise the rights inherent in FERPA unless the agency or institution has been provided with evidence that there is a State law or court order governing such matters as divorce, separation or custody, or a legally binding instrument which provides the contrary.
- 3.5. **Program/Classroom Records** - Program-level student records, include immunization records, records of clinical or other off-campus work experience, written tests, evaluations of performance tests, CPR certification or other academic records used to meet program entrance or completion requirements.

### 4. Policy

#### 4.1. Record Storage and Security

4.1.1. Student records will be stored in the electronic Student Information System and in the document scanning system. Each resource will provide controlled access with password protection and security.

4.1.2. The student record will include student demographic data, enrollment, financial, academic

progress and performance, credentials earned, withdrawal and placement and continuing education status.

**4.1.3.** Any student documentation that instructors receive or produce including documents provided by students to meet program admission requirements, official transcripts used in alternate documentation, industry certificate(s) or license(s) or the Recognition of Training will be submitted to Student Services to be included in the student's scanned electronic file.

**4.1.4.** Program-level student records will be managed by program instructors and stored in a secure location with reasonable effort being made to ensure that such records cannot be accessed by unauthorized persons. Such records must be retained for a minimum of seven years (longer if so required by a program-specific accreditation). When the records are no longer needed, they must be destroyed.

**4.1.5. Employee Security and Access to Student Records**

4.1.5.1. The Information Technology Department is responsible for creating, modifying and disabling instructor accounts as well as maintenance, security and back-up of the Student Information System.

**4.1.6.** Employee access to student records will be limited to the need to access data necessary for the performance of the employee's job function(s) and will be approved by a supervisor or director.

4.1.6.1. Employees are responsible for the security of records to which they are given access and may not share passwords or otherwise grant access to unauthorized individuals.

**4.1.7.** Student Services personnel are responsible for granting, modifying and disabling instructor access to course rolls.

**4.1.8.** Instructional Design Personnel are responsible for granting, modifying and disabling course sign-off permission to instructors.

**4.2. Responsibility for Recording and Maintaining Student Information**

**4.2.1.** Records relating to enrollment, scheduling, demographics, and credentials awarded will be entered by Student Services staff members in the approved College Student Information System or the student's permanent, scanned electronic file.

**4.2.2.** Records relating to student performance (attendance, completion of course work and grades) will be entered by program instructors in the approved College Student Information System.

**4.3. Data Collection**

**4.3.1.** Students providing private or controlled information are given (upon request) a reason for the collection, the intended use, classes of persons or other entities that will receive the information and the consequences for refusing to provide information.

**4.4. Release of Student Records**

**4.4.1.** Personally identifiable information relating to a student's educational history will not be released to any individual or organization without the written consent of the student using the Student Record Release Request.

4.4.1.1. Notwithstanding 4.2.1, the College reserves the right to release Directory Information unless the student has specifically requested in writing that such information be withheld.

4.4.1.2. Directory Information includes:

- Student's Name
- Address
- Telephone Number
- Date and place of birth
- E-mail address
- Program(s) of study
- Dates of attendance and registration
- Certificates, Diplomas or Degrees awarded
- Honors Received
- Activities
- Photos

**4.4.2.** Students may access their records (including schedules, unofficial transcript, dates of enrollment and progress reports) via the web portal for the Student Information System or they may directly request reports from Student Services or their classroom instructor(s).

**4.4.3.** Requests by individuals other than students to access records relating to the student's education or other activities at the College can be made by submitting a Third Party Release Form, which is available in Student Services and includes specification for records required, including dates.

**4.4.4.** Students may file an Authorization to Access Student Records form with Student Services to grant third-parties on-going access to their records.

**4.4.5.** In keeping with GRAMA, students providing private or controlled information are given (upon request) a reason for the collection, the intended use, classes of persons or other entities that will receive the information and consequences for refusing to provide the information.

**4.4.6.** Information which is collected solely for use by the Employer and Continuing Education department and Northfront Business Resource Center and is not entered into the student information system, is kept private.

**4.4.7.** The College has 45 days from the date of the request to respond. In the event that the records have been archived and aren't immediately available, the Records Specialist will inform the individual making the request of the anticipated delay.

**4.4.8.** Students may file a complaint with the U.S. Department of Education concerning alleged failures by the College to comply with FERPA requirements by sending a written complaint

to the following address:

Family Policy Compliance Officer  
U.S. Department of Education  
Washington, DC, 20202-4605

#### **4.5. Amendments to Student Records**

**4.5.1.** Students, instructors, or staff may ask the College to amend a record that they believe is inaccurate or misleading. Such requests should be submitted in writing using the Records Correction form and must clearly identify the part of the record to be changed and provide documentation that the change is verifiable and appropriate.

4.5.1.1. Any request for a change to a time-based record (attendance, course-completion, enrollment data, etc.) which is more than 30 days old must be approved by signature by the Director of Student Services and the affected Director of Programs.

4.5.1.2. If the College declines to change the record as requested, the College will notify the requestor.

#### **4.6. Official Transcript Requests**

**4.6.1.** Students wishing to obtain an official transcript of academic work must submit a Transcript Request Form which is available in Student Services.

4.6.1.1. Any financial obligations to the College must be cleared prior to the release of a transcript.

4.6.1.2. For course taken prior to 1988, transcripts are unavailable. An enrollment verification letter can be provided based on records available for retrieval through the Utah State Archive Office (USAO). Processing time for such requests is dependent on the response time from the USAO and may take several weeks.

4.6.1.3. Some courses outside of those leading to certificates or degrees (such as those offered by the Employer and Community Education department or State Custom Fit training) may or may not be transcriptable.

**4.6.2.** A student may request an official transcript for themselves or designate release of the document to another party, institution or organization.

**4.6.3.** Official transcripts will be provided within ten (10) working days.

#### **4.7. Enrollment Verification**

**4.7.1.** Students wishing to obtain verification of enrollment must complete an Enrollment Verification Form which is available in Student Services and indicates who is authorized to receive the verification. Enrollment verifications are processed in up to five (5) working days.

#### **4.8. Record Security and Storage**

**4.8.1.** Student records will be stored electronically using the College document storage and student information system.

**4.9. Record Retention**

**4.9.1.** The Utah State Archive retains original hardcopy files from the years 1977 – 2001. The College maintains electronic copies of all other student records. For the purposes of retaining records, all educational records at the college (whether original or re-printed from the scanning system) have the same legal effect as the original record.

**4.9.2.** Student records shall be retained electronically in perpetuity via the official College student information system and scanning and retrieval system. Legacy systems will be maintained as necessary to retrieve and or update records.

**5. Procedures**

**5.1. Records requests**

**5.1.1.** Third party requests to access records relating to the student’s education or other activities at the College can be made by submitting a Third Party Release Form, which is available in Student Services and includes specification for records required, including dates.

**5.1.2.** Students wishing to obtain an official transcript of academic work must submit a Transcript Request Form which is available in Student Services. Upon payment of the requisite fee and the clearing of any financial obligations to the College, the transcript request will be processed in accordance with the policy contained in this document.

**5.2. Amendments to Student Records**

**5.2.1.** Students, instructors, or staff may ask the College to amend a record that they believe is inaccurate or misleading. Such requests should be submitted in writing using the Records Correction form and must clearly identify the part of the record to be changed and provide documentation that the change is verifiable and appropriate.

**5.3. Enrollment Verification**

Students wishing to obtain verification of enrollment must complete an Enrollment Verification Form which is available in Student Services and indicates who is authorized to receive the verification. Enrollment verifications are processed in up to five (5) working days.