

**ALLEN COLLEGE – UNITYPOINT HEALTH
STANDARD OPERATING PROCEDURE**

Supersedes: 06/96, 8/12, 05/15, 06/17

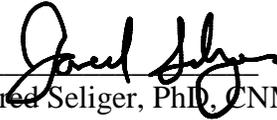
No: 2-R-800-02

Last Review Date: November 2018

Required Review Date: August 2020

Administrative Unit: Dean of Student Services

Approved By:



Jared Seliger, PhD, CNMT
President

SUBJECT: Family Educational Rights and Privacy Act (FERPA) of 1974, as amended, Policy Statement

PURPOSE: Keep students, faculty, and staff updated on student rights.

EFFECTIVE

FOR: Students, faculty, staff and all other parties mentioned in the policy.

POLICY: Students will be notified of their FERPA rights annually

PROCEDURE:

Allen College complies with the Family Educational Rights and Privacy Act (FERPA) of 1974 as amended, as related to the maintenance, security and retention of student records. Release of student academic, financial and personal information will be made in strict compliance with FERPA regulations. FERPA affords students certain rights with respect to their education records. These rights include:

- The right to inspect and review the student's education records within 45 days of the day Allen College receives a request for access.
 - A student should submit to the registrar a written request that identifies the record(s) the student wishes to inspect. See Appendix 1. The registrar will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records requested are not maintained by the registrar, s/he will advise the student of the correct official to whom the request should be addressed.
- The right to request an amendment to the student's education records that the student believes are inaccurate, misleading or otherwise in violation of the student's privacy rights under FERPA. However, this does not include the right to challenge grades unless the grade assigned was inaccurately recorded, in which case it will be corrected.
 - A student who wishes to ask Allen College to amend a record should write to the Registrar's Office, clearly identify the part of the record the student wants changed, and specify why it should be changed.
 - If Allen College decides not to amend the record as requested, the registrar will notify the student in writing of the decision and the student's right to a hearing

regarding the request for amendment. Additional information regarding the hearing procedures is contained at the end of this SOP.

- If the school decides that the record should not be amended based on the hearing, the student has the right to place a statement with the record setting forth his or her view about the contested information.
- The right to provide written consent before Allen College discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. A student's consent must specify the records to be disclosed, the purpose of the disclosure and the party or class of parties to whom disclosure may be made. Among the FERPA exceptions authorizing disclosure without the student's consent are the following:
 - Allen College may disclose education records to school officials with legitimate educational interests. A school official is a person employed by Allen College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom Allen College has contracted as its agent to provide a service instead of using Allen College employees or officials (such as an attorney, auditor, software vendor*, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to perform his or her professional responsibilities for Allen College. A school official must be under the direct control of the College with respect to the use and maintenance of information from education records;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Allen College may disclose education records to officials or parents in three situations:
 - First, disclosure of a student's personally identifiable information to parents is permitted without a student's consent in the event of a health or safety emergency. This requires the College to determine that there is an articulable and significant threat to the health or safety of the student or other individuals.
 - Second, disclosure of a student's personally identifiable information is permitted to parents of the student if the student is a dependent pursuant to Section 152 of the Internal Revenue Code and notice is given to the student that a parent has requested the information.
 - Third, disclosure of a student's personally identifiable information to parents is permitted without the student's written consent if the student is under 21 and has violated a law or College rule or policy governing the

consumption or possession of alcohol or a controlled substance.

- State and local authorities, within a juvenile justice system, pursuant to specific state law.

*Vendors that are contracted with Allen College may have view only access to personally identifying information including, but not limited to, course schedules, grades, student ID numbers, and Social Security Numbers. Vendors may view this information in order to upgrade software or resolve software issues. Vendors are prohibited from any unauthorized use, including data mining and analysis unless that is a service that the vendor is being paid to provide to Allen College. All vendors must sign a confidentiality statement and must agree not to re-disclose the information unless otherwise permitted by FERPA. The vendor must acknowledge that the data is owned by the institution and that Allen College has the right to access and audit the information the vendor may have access to. The vendor must agree to maintain the information pursuant to specific security protocols approved by the institution. The vendor should typically agree not to store student information on servers located outside of the U.S., and the vendor should also agree to be responsible for any breach of its systems.

- The right to file a complaint with the U.S. Department of Education concerning alleged failures by Allen College to comply with the requirements of FERPA. The address to file such a complaint is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Ave., SW
Washington, DC 20202-8520

Types, Locations, and Custodians of Education Records

Following is a list of the types of records that Allen College maintains, their locations, and their custodians.

Types	Location	Custodian
<i>Admission Records</i>	CAMS	Registrar
<i>Cumulative Academic Records</i>	CAMS	Registrar
<i>Health Records</i>	CAMS	Registrar
<i>Financial Records</i>	Financial Aid Office	Financial Aid Coordinator
<i>Placement Records</i>	CAMS	Registrar
<i>Disciplinary Records</i>	Administration	Chancellor
<i>Occasional Records</i> (Student education records not included in the types above)	The appropriate official will collect such records, direct the student to their location, or	The College staff person who maintains such occasional

such as minutes of faculty committee meetings, copies of correspondence in offices not listed, etc.) otherwise make them available for inspection and review. systems records.

Record of Requests for Disclosure

Allen College will maintain a record of all requests for and/or disclosure of information from a student's education records. The record will indicate the name of the party making the request, any additional party to whom it may be disclosed, and the legitimate interest of the party in requesting or obtaining the information.

Directory Information

Pursuant to FERPA, Allen College has designated the following items as Directory Information: student name, address, telephone number, email address, date and place of birth, major field of study, participation in officially recognized activities dates of attendance, degrees and awards received, most recent previous school attended, and photographs. Allen College may disclose any of those items without prior written consent, unless the student "opts out" of such disclosures by written notification no later than one week after the beginning of the semester. To withhold disclosure, written notification must be submitted to the Registrar's Office (see Appendix 3).

Students may not opt-out of directory information as it relates to the disclosure of the student's name, institutional email address, or electronic identifier in the student's classroom or prevent the institution from requiring the student to wear, publicly display or disclose a student ID card or badge that contains directory information on it.

FERPA permits the College to limit the disclosure of directory information to specific parties, for specific purposes, or both. In the exercise of that authority, the College may release all directory information to members of the College family, defined as administrators, faculty, employees and trustees. Other releases will be limited to those situations in which the College, in its discretion, believes the release would recognize a student for academic or extracurricular achievement or otherwise advance the student's career interests or when the College believes the release would serve to advance the interests and image of the College. Examples of such releases would be the disclosure of directory information to prospective employers, financial aid and scholarship agencies or registries, and licensure or certification services. Another example would be the release of directory information in connection with College sanctioned alumni affairs.

Correction of Education Records

Students have the right to ask to have records corrected that they believe are inaccurate, misleading, or inappropriate.

This process includes an opportunity for amendment of the records or insertion of written explanations by the student into such records.

Note: The right to challenge grades does not apply under The Act unless the grade assigned was inaccurately recorded, in which case it will be corrected.

All requests must be in writing to the appropriate office maintaining the record, listing the specific information in question and the reason for the challenge.

Following are the procedures for a hearing to challenge records:

1. Students challenging information in their records must submit, in writing, a request for a hearing to the appropriate office maintaining the record, listing the specific information in question and the reasons for the challenge. See Appendix 2.
2. Hearings will be conducted by a college official who has no direct interest in the outcome of the hearing.
3. The student shall be afforded a full and fair opportunity to present evidence relevant to the reasons for the challenge.
4. The hearing officer will render a decision, in writing, noting the reason and summarizing all of the evidence presented within 14 days of the hearing. The decision will include a summary of the evidence presented and the reasons for the decision.
5. Should the hearing be in favor of the student, the record shall be amended accordingly. Should the request be denied, an appeal may be made, in writing, and submitted to the college registrar within 10 days of the student's notification of the decision of the hearing officer. The appeal shall be heard by an appeals board of three disinterested senior college officials and a decision rendered, in writing, within 14 days of the appeals hearing. Should the appeal be in favor of the student, the record shall be amended accordingly. Should the request be denied, the student may choose to place a statement with the record commenting on the accuracy or the information in the record and/or setting forth any basis for inaccuracy. When disclosed to an authorized party, the record will always include the student's statement and notice of the board's decision, as long as the record is maintained by Allen College.

Appendix 1: Request to Review Education Records

Appendix 2: Student Request for Formal Hearing

Appendix 3: Request to Withhold Disclosure of Directory Information.

**ALLEN COLLEGE
REQUEST TO REVIEW EDUCATION RECORDS**

Date: _____

NAME OF STUDENT: _____

STUDENT NUMBER: _____

PURPOSE OF REVIEW: _____

ITEM(S) OF INFORMATION REQUESTED: _____

NAME OF REQUESTOR: _____

REQUESTOR'S AFFILIATION: _____

OFFICE TO WHICH REQUEST WAS MADE: _____

I hereby agree to keep the information disclosed to me confidential according to applicable legislation and regulations.

Signature _____ Date _____

DISPOSITION OF REQUEST: ___ APPROVED ___ DISAPPROVED

SPECIFY MATERIALS REVIEWED (RECORDS, TYPES OF INFORMATION):

Signature of Official Approving Request _____ Date _____

Name and Title of Official Supervising Review _____ Date _____

**ALLEN COLLEGE
STUDENT REQUEST FOR FORMAL HEARING**

To: Chairperson, Hearing Panel Date: _____

From: (Student's Name) _____

Subject: Request for Hearing Concerning Student Education Records

I request a formal hearing concerning correction of what I believe to be inaccurate information, described below, contained in my education records.

Contested Information	Education Record Contested
_____	_____
_____	_____
_____	_____
_____	_____

Please notify me of the date, time, and place of the hearing. My address and telephone number follow:

Address: _____

Student's Signature _____

Telephone No. _____

1st ENDORSEMENT

From: (Chairperson, Hearing)

To: (Student's Name)

The decision of the Hearing is as follows:

Chairperson Hearing: _____

**ALLEN COLLEGE
REQUEST TO WITHHOLD DISCLOSURE OF DIRECTORY INFORMATION**

The following is considered directory information at Allen College and will be made available to the general public unless the student notifies The Student Services Office in by the first week of classes.

Student name, address, telephone number, email address, date and place of birth, major field of study, participation in officially recognized activities dates of attendance, degrees and awards received, most recent previous school attended, and photographs.

Date: _____

NAME OF STUDENT: _____

STUDENT ID NUMBER: _____

Under the provisions of the Family Educational Rights and Privacy Act of 1974 you have the right to withhold disclosure of such directory information. Allen College will honor your request to withhold directory information.

Please consider carefully the consequences of any decision to withhold such directory information. Should you decide not to release any of this information, any requests for such information from Allen College will be refused.

This signed request must be received in The Student Services Office by 4:45 p.m. on the Friday of the first week of classes. This authorization is valid until a written request to rescind is received by The Student Services Office.

I hereby request Allen College not request any directory information from my academic records. I have read the above paragraphs and understand the consequences of my actions.

Signature _____

**ALLEN COLLEGE
VENDOR CONFIDENTIALITY AGREEMENT**

Date: _____

NAME OF VENDOR: _____

Purpose: All vendors must sign a confidentiality statement and must agree not to re-disclose the information unless otherwise permitted by FERPA. This includes, but is not limited to:

- The vendor must acknowledge that the data is owned by the institution and that Allen College has the right to access and audit the information the vendor may have access to.
- The vendor must agree to maintain the information pursuant to specific security protocols approved by the institution.
- The vendor should typically agree not to store student information on servers located outside of the U.S., and the vendor should also agree to be responsible for any breach of its systems.

Signature _____

Authorized Vendor Representative