

## STUDENT RECORDS POLICY

(Available on-line at <http://deanofstudents.uncg.edu/policy/>)

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*This policy was accurate as of the date printed. For the most current revisions to this policy refer to the Web site referenced above.*

This policy complements and implements the *Student Access to Records Policy* (found at <http://studentconduct.uncg.edu/policy/>). In the event of any conflict, the *Student Access to Records Policy* shall control.

### I. ACADEMIC RECORDS

The academic records of undergraduate students are maintained by the University Registrar's Office. The student's academic file is initiated by the Undergraduate Admissions Office, which compiles an electronic file containing the original application, the high school record and former college record, as well as SAT and other test scores.

Upon enrollment, the Registrar's Office maintains the record online, including course registration and grade information, and generates an official transcript upon receipt of a written or online request from the student.

An enrolled student's academic file is maintained by the University Registrar's Office. The Office is responsible for certifying undergraduate students for graduation. Official academic related information is maintained electronically in the confidential student information system.

#### A. Contents of Academic Records

The student's complete academic record will contain several categories of information:

Information that **is** a matter of public record ("directory information"):

- Name
- Permanent, University, and E-mail Address
- Enrollment status (full-time, part-time)
- Telephone Number
- Classification
- Date of Birth
- Dates of Attendance
- Degree, if any, and date
- Major field of study
- Honors Information
- County, State, and /or US territory from which student originally enrolled

Information that will not be released to the public without written consent from the student:

- Grades
- Recommendations in support of admission requested from others by the student.

- Routine academic transactions such as class attendance reports, changes in major, part-time and overload status, transfer evaluations, academic policy petitions with supporting documentation when appropriate, and miscellaneous correspondence between the student and the University concerning academic matters.
- Informal conference notes that are used by Student Academic Services.
- Parent Name and Address

Any other information contributed without a request from the student is not properly a part of the complete academic record. Such information (e.g., unsolicited evaluations, complaints, or accusations by faculty members, students, or others) may be destroyed or may be retained for the use of the person who receives it, but it will not be deposited in the student's permanent academic file without the permission of the student.

## **B. Suppression of Information**

The University is permitted to release directory information to the public without consent of the student, unless the student submits a written request to the contrary.

Under the Family Educational Rights and Privacy Act of 1974, a student has the right to request that the disclosure of directory information be withheld from persons outside the University as long as the student is enrolled at the University. Please note that this information can only be suppressed from persons outside the University, **NOT** from University officials. Directory information may be released without permission for students who are no longer enrolled at the University unless the student, at his/her last opportunity as a student, requested otherwise.

If a student wishes to have their address/phone number omitted from the University Directory, the student should contact the Registrar's Office, 180 Mossman Building, by September 1. Students may request suppression of Web directory information at any time.

## **C. Access to the Complete Record File**

The enrolled student's completed record is routinely available only to the following persons as designated by the Chancellor:

- The Chancellor
- The Provost
- The Vice Chancellor of Student Affairs
- The Vice Chancellor for Business Affairs
- The Associate Provost for Enrollment Services
- The University Registrar
- The Director of Admissions
- The Director of Student Academic Services
- The Director of Financial Aid
- Personnel involved in Student Conduct Proceedings

Certain professional and clerical personnel (e.g., academic advisors and administrative staff) in each of the above offices will also have access to the record.

A student's academic record may be reviewed by the student in the presence of the University Registrar or his/her designee. However, the student may not inspect recommendations contributed under assurance of confidentiality for which the student has waived the right of inspection in accordance with the requirements of FERPA.

In the interest of legitimate research pursuits, information from a student's record may be released under certain conditions. Such information as grades or test scores may be released in such a way as to preserve the anonymity of the student to University faculty engaged in research studies, the student's former school attempting to assess the success of its graduates, national educational or research organizations conducting surveys, and similar agencies. The compilation of such data will typically be done by personnel in the responsible office, in such a way that the student's name may not be associated with the data.

In unusual cases, there may be a legitimate research need that requires the investigator to acquire student information without anonymity (e.g., when pre-testing an improved admission or other test). Such requests should be referred by the person responsible for the records to the Provost.

Specific information from the complete record may be provided to academic deans or department heads when such information is not available in the departmental office.

#### **D. Access to the Permanent Academic Record and Release of Transcripts**

A student may inspect his/her permanent academic record (from which transcripts are made) under adequate supervision. He/she is entitled to an explanation and interpretation of the record.

Transcripts are released to third parties, such as prospective employers, only upon the written request of the student.

Transcripts requested by the student will not be released if the student owes UNCG an overdue debt, or if there is unresolved disciplinary or academic conduct "hold" against the student.

Documents submitted by or for the student in support of his/her application for admission for transfer credit are not to be returned to the student nor sent elsewhere at his/her request. In exceptional cases, however, when another transcript is unobtainable, or can be secured only with great difficulty (as is sometimes true with international records, rarely with domestic records), copies of records will be released to prevent hardships to the student. The student must present a signed written request, and a copy of the record will be made.

#### **E. Grade Reports**

Grade reports are posted on the Web for the student to review, but are not routinely available to parents.

Requests for grades by organizations outside the University sponsoring scholarships or other financial aid in support of a student will be honored only upon the prior written consent of the student.

## II. NON-ACADEMIC RECORDS

Undergraduate students' non-academic records are maintained by five offices which are responsible to the Vice Chancellor for Student Affairs: the Office of the Director of Housing and Residence Life, the Student Health Services, the Career Services Center, the Counseling and Testing Center, and the Office of Disability Services. Undergraduate and Graduate students' non-academic records are also maintained in the Financial Aid Office and in the International Programs Center which report to the Provost.

### A. Records in the Office of Disability Services

Registration with Disability Services is strictly voluntary and all files remain confidential. However, no request for an accommodation under the Americans with Disabilities Act or Section 504 of the Rehabilitation Act will be considered or granted until the student has registered and provided acceptable documentation of his or her disability. Students can enroll in the Office by going to <http://ods.dept.uncg.edu/>. Also information is included in the admission packet and in the undergraduate and graduate enrollment handbook.

All students must provide written documentation specifying their disability upon registering with the office. These education records are confidential and maintained in accordance with The Family Educational Rights and Privacy Act of 1974 and as amended (FERPA) and the UNCG Student Access to Educational Records policy.

Each student file contains entering data, documentation of the disability, copies of all correspondence concerning the student and staff contact summaries. These files are maintained for five years after the student's graduation from or termination of enrollment at the University and are then destroyed.

### B. Records in the International Programs Center

A personal file is maintained on each international student at UNCG in the International Programs Center. This file, which is updated each year by the International Student Advisor, contains a Personal Data Sheet, copies of all immigration forms submitted on behalf of the student, copies of all correspondence, and notes on important conferences. These education records are maintained in accordance with FERPA and the UNCG Student Access to Educational Records policy. These files are kept in accordance with the timeline established by state and university policy after the student's graduation from or termination of enrollment at the University and are then destroyed.

The International Programs Center is also responsible for reporting to the U.S. Citizenship and Immigration Services (USCIS) through the Student Exchange Visitor Information System (SEVIS) the names of all students on F-1 or J-1 visas the following information: physical address, academic major, course registration, failure to register or under enrollment, dependent information, employment eligibility, graduation date, termination of studies and change of status records.

### **C. Records in the Career Services Center**

All records at the Career Services Center created and maintained on behalf of a student enrolled at UNCG are education records maintained in accordance with FERPA and the UNCG Student Access to Educational Records policy.

Students and alumni who schedule a career counseling or testing appointment are required to complete an Appointment Request form. The individual forms are maintained by each career counselor and, at the end of each academic year, are filed in a confidential area and destroyed after five years.

Students and alumni are encouraged to open an account with the Center. Opening an account consists of completing an online profile that includes one's demographic information and attaching one's personal resume; the online file may also include a cover letter and/or other pertinent employment information. Account information is maintained in an online database in order to refer students to employers who are seeking candidates for current job vacancies. Students must complete a FERPA Release Statement before CSC will release their information to employers.

Enrolled students and alumni have the option of establishing a reference file that is maintained in the Career Services Center. Either a non-confidential or a confidential option may be selected. The letters in a non-confidential file are available for full review in the presence of a designated staff person by the individual who established the file. A confidential file is not available for review.

A reference file includes a release statement and letters of recommendation from faculty, employers, and/or other reference sources. Other optional items may include test scores, unofficial transcripts, a copy of a teaching certification/license, and exit criteria for student teachers. Original letters of recommendation are retained as property of the Center and will not be released to individuals. Copies of reference materials are made available to bonafide employers and graduate schools only at the written request of the students and alumni who establish files. As recommendations become outdated, they can be replaced by more current ones, and the outdated copies will remain on file in an inactive status.

Reference files will be retained for a period of five years following the individual's registration with Career Services, date of graduation, termination of enrollment, or last date of correspondence received by the Center pertaining to the file. The contents of the reference file will be destroyed after that period. Maintenance of the file and control of its contents remain the registrant's responsibility.

Individuals choosing to establish a reference file will pay an initial set-up fee, and then a service fee each time they submit a request for the file to be sent to an employer or graduate school. There may be additional charges for special mailing or transmission requests.

### **D. Records in the Financial Aid Office**

A student's file in the Financial Aid Office may include, but is not limited to, the following:

- The results of the U.S. Department of Education's need-analysis assessment from the Free Application for Federal Student Aid (FAFSA).
- Correspondence between the student and the Financial Aid Office and other correspondence related to the financial aid application.
- Notifications regarding financial aid awards (verification documents, authorization forms, alternative loan notifications, Financial Aid acceptance forms, etc.).
- Applications for or information about financial assistance the student may receive from sources outside the University.
- Letters of recommendation--required only for students who apply for scholarship programs.
- Notes made by a member of the Financial Aid Office staff from telephone conversations or interviews with the student and his/her parents.
- In-house documentation and tracking forms.
- A record of requests for disclosure of information and actual disclosure (including date, person requesting disclosure, and reason for request).

Each financial aid applicant's file is maintained for the period of the student's enrollment and receipt of financial aid and for a minimum of three years after the student's last attendance within the award year, in compliance with federal retention requirements under 34CFR 668.24 and applicable state requirements.

Only the Financial Aid Office staff, the student, and in the case of a dependent student, the parents of the student (provided the student is a legal dependent of the parent(s) for tax purposes for the current tax year and the document is on file in the Financial Aid Office) or third party for whom the student has provided appropriate authorization for the release of information, shall have access to the Financial Aid records without the express written consent of the student.

The Financial Aid Office may, in accordance with FERPA and University policy and procedures, disclose personally identifiable information from the student's aid records without the prior consent if the information relates to financial aid that the student has applied for or received and is necessary for such purposes as to:

- Determine the eligibility for financial aid
- Determine the amount of financial aid
- Determine the conditions for the aid
- Enforce the terms and conditions of the aid.

Only under circumstances indicated above, as provided on case by case basis, and in compliance with current FERPA regulations, UNCG policies and other applicable laws, will personally identifiable information about the financial situation of a student and/or his/her parents be released to any person, office, or agency without the prior written consent of the student or student and parent(s). All requests for disclosures of information from student financial aid records are referred to the Director of Financial Aid.

Records pertaining to a student's obligation for loans made through the University are maintained at the Cashier's Office.

Students attending UNCG and their “qualified parents” have the right to inspect and review the student's financial aid records, according to FERPA and the UNCG Student Access to Educational Records policy.

Information related to financial aid denial can be given to qualified parents of a dependent student upon written request only if the parents provide a copy of the most recent Federal Income Tax Return on which the student is claimed as a dependent, the student has provided written consent for disclosure to the specified parent(s), or the student has provided his/her student ID and PIN number to a third party thus enabling them to obtain access to student information. If the student wishes to provide written consent, this must be done each academic year.

### **Access Policies and Procedures**

A student, qualified parent of a dependent student, or third party the student has provided appropriate consent for the release of information desiring access to the student's financial aid records must submit a written request to the Director of Financial Aid. The Financial Aid Office must respond to a request for access within 45 days of receipt of the request. After the request has been submitted, the student and parent should schedule an appointment to come to the Financial Aid Office to inspect and review the records.

The student, parents, or third party the student has provided appropriate consent for the release of information may inspect and review the contents of the financial aid records only at the Financial Aid Office and only in the presence of a FAO representative. The student must present a photo identification to corroborate identification.

The Financial Aid Office or the institutional legal counsel will respond to reasonable requests for explanations or interpretations of the records.

If copies of the record are required, up to 10 pages will be copied at no charge; more than 10 pages will incur a \$.50 per page copying fee.

The Financial Aid Office will inform the student or parent of his/her rights to correct the contents of the records and other rights related to access, disclosure, or amendment upon request and as provided in the UNCG Student Access to Educational Records policy.

A condensed version of FERPA provisions applicable to student financial aid records is available for review at the UNCG Financial Aid Office.

## **E. Records in the Student Health Services**

### **1. Records in Gove Health Center**

Medical records are maintained at Student Health Services. These records are strictly confidential and are used only by Health Service professionals and clerical staff. The retention period for inactive records is ten (10) years. After the retention period, these records are destroyed in accordance with state laws and UNCG policy.

Upon written request a patient may have medical records disclosed to themselves, other healthcare providers, and others as specifically requested by the student in writing. Student Health Services cannot re-disclose information obtained from other sources, unless the information was used in the current treatment of the patient. All other requests for copies received from another healthcare facility must be requested from the facility that originated the record.

Medical records can be released without patient authorization in certain instances including, for example,

- a. A valid court order
- b. To the department of health for public health activities
- c. In the case of medical emergencies

Student Health Services records contain information of all outpatient visits, lab and x-ray reports and correspondence from consulting healthcare providers. This information is updated, as applicable, on each patient encounter.

Medical history and immunization information including allergies, drug sensitivities, chronic diseases, physical activity restrictions, and required medication known only to the patient and their personal physician are also maintained in the health record. This information is submitted to Student Health Services upon registration to the University.

## 2. Records in the Counseling and Testing Center

Information regarding student's use of Counseling Center services and personal matters discussed with a psychologist, counselor, social worker, or psychiatrist will not be disclosed to persons or agencies outside the Counseling Center without the student's written permission. University officials, faculty, parents, and others have no access to the student's records without the student's written permission. There are a few, unusual exceptions to this rule, which are allowed by North Carolina laws and the Ethical Codes of Mental Health professionals. Our staff members will not break confidentiality, unless a student is a clear and imminent danger to him/herself or to another person, the professional staff suspects abuse of children or disabled adults, or court order records in judicial proceedings.

When a student comes to the Counseling Center for assistance, the student completes the Confidential Information Sheet Intake Questionnaire, and signs both the Confidentiality Statement and the Notice of Privacy Practice Acknowledgement Form. A file is created before the first interview with the counselor. Treatment summaries, brief notes, and psychological assessment results are also contained in the student's file. Files are kept in locked cabinets in a securely locked room accessible only to counseling center personnel.

Information contained in these files is released only with the written permission of the student or legal representative and only if the Counseling Center believes that it is in the student's best interest to do so. As a matter of routine procedure, when a student requests a release of records, the Center release such records only to the other mental health professionals without a personal discussion with the student or former student prior to release.

Student charts that have been inactive for 10 years are scheduled to be destroyed. The last patient/provider encounter in the CTC chart is considered the last date of activity and the chart is destroyed 10 years from this date.

With regard to test scores on the Graduate Records Examination Subject Tests (GRE Subject) and National Teacher Examinations (The Praxis Series), transcripts must be requested from the Educational Testing Service in Princeton, New Jersey. The transcripts for the Miller Analogies Test (MAT) are requested from the Psychological Corporation in San Antonio, Texas.

**F. Records in the Dean of Students Office**

Records maintained in the Dean of Students Office are created as a result of issues related to students who may be disruptive or who are in distress. Conduct records are created as a result of allegations related to violation of University policies or law. These records include the disposition of conduct proceedings involving Academic Integrity Policy violations and violations of University regulations and/or state and federal laws. These records are education records maintained in accordance with FERPA and the UNCG Student Access to Educational Records policy.

**G. Policy Regarding Student Conduct Records**

Records regarding student conduct are created as a result of allegations related to student conduct. Such records are maintained in the offices involved in procedures under which a file was created. The offices of the Dean of Students, the Director of Housing and Residence Life, the Chief of University Police, Campus Activities and Programs, and Campus Recreation maintain conduct records. These records include the disposition of conduct proceedings involving violations of University regulations and/or state, federal or local laws or ordinances.

Records will be maintained and purged according to the following guidelines.

- Records shall be created for all student cases in which conduct charges are alleged and/or another type of action is taken to reach a resolution.
- Records involving cases in which the student was charged and found not responsible or in which charges were subsequently dropped or a formal allegation was not made, shall reflect this result and shall be held for a period of one year following undergraduate commencement.
- Records involving cases in which a finding of responsibility was made shall be held throughout the student's undergraduate career at the University on the following basis:
- Conduct cases are held for seven years.
- Records in which the student has multiple cases will be retained in accordance with the guidelines for the most serious case.

The following records will be retained indefinitely:

- Cases which are pending
- Cases involving suspension and expulsion
- Academic Integrity violations

All conduct records are considered confidential and are accessed and released only in accordance with the provisions of the Family Educational Rights and Privacy Act of 1974 and as amended (FERPA) and the UNCG Student Access to Educational Records policy. FERPA allows reports of conduct violations to third parties in specific instances. UNCG will release conduct records in the following circumstances:

- Serious student misconduct involving violence, alcohol, or drugs normally leads to a minimum sanction of probation. Because probation advises the student that further misconduct is likely to lead to separation from UNCG, parents or legal guardians of dependent students under the age of 21 are advised by the Dean of Students Office of such misconduct when it results in a sanction of probation or separation from the University and after the appellate procedure is exhausted. Parents or legal guardians will be notified in writing of any finding of responsibility in subsequent cases regardless of the sanctions assigned.
- In cases of internal University proceedings authorized officials of the institution will be provided access to records as necessary to their official duties in accordance with this Policy.
- Conduct information will be provided to schools to which a student applies for transfer upon request of the student or the transfer institution.
- Access to conduct records will be provided as directed by specific court order.
- Conduct records of dependent students can be made known to the qualified parent or guardian upon presentation to the Dean of Students Office of the most recent IRS 1040 form demonstrating such dependency.

Except as stated above and as provided in FERPA, records may only be released with the written permission of the student. All questions regarding the interpretation of FERPA should be addressed to the Dean of Students Office.

### **III. LOCATION OF STUDENTS**

When inquiries are made about the location of students, only directory information will be released, i.e., mailing address and telephone number, unless the student has requested otherwise. Residence hall room location is not released. This information is available from the online Faculty/Staff/Student Directory, from the Registrar's Office or from the Information Desk in Elliott University Center.

In the event that a student to be located resides on campus, the Office of Housing and Residence Life will assist with his/her location.

In the case of an emergency (i.e., sudden illness or death in the family), parents or immediate family of students can be directed to the University Police Department. Police officers will assist in the location of a student at that time.

It must be understood that the location of students is not an everyday responsibility of University personnel. Beyond scheduled classes, there is little that can be done to facilitate the location unless the student resides in a residence hall. Provisions are made for emergency situations and these can be accommodated by University Police.