

ADMINISTRATIVE PROCEDURES

Title: STUDENT RECORDS	Identification:	5.10
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	Effective Date:	March 29, 2017
Authority: FS 1001.64; 1001.65; 1006.52; 1002.22	Signature/Approval: Dr. Ken Atwater	

PURPOSE

This procedure establishes guidelines regarding student records at Hillsborough Community College (HCC).

PROCEDURE

Confidentiality of Student Records

The Family Educational Rights and Privacy Act (FERPA) and applicable Florida Law governs the confidentiality of student records. (Records are defined as all records, files, and data directly related to students that are created, maintained, and used by HCC).

Staff Requirement

To ensure the College community remains in compliance with FERPA regulations, faculty and staff are required to complete annual FERPA training.

HCC students have the right to:

- Inspect and review their educational reports and records.
- Have privacy of their educational reports and records maintained.
- Require the college to obtain written consent prior to disclosing personally identifiable information except in those instances specifically noted in the statute.
- Challenge and request a hearing on requiring the college to amend any portion of the students' records that are inaccurate, misleading, or otherwise in violation of the students' privacy.

Right of Access

Students and parents or guardians of dependent (per Section 152 of the Internal Revenue Code) students are entitled to these rights and access to student records. Parents or guardians of students will not be given access to student records without the written consent of the student or documentation that the student is dependent.

Students, and eligible parents or guardians, may request a list of the types of student records maintained by HCC. These records include but are not limited to:

- Academic records, i.e., application, transcripts, enrollment verifications, course records, grades, etc. (Direct requests to the appropriate campus admissions, registration and records office.)

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- Disciplinary records. (Direct requests to the appropriate campus dean of student services.)
- Financial aid records. (Direct requests to the appropriate campus financial aid office.)
- Student account and fee records. (Direct requests to the college financial services department.)

Eligible individuals may inspect or review student records and reports and receive copies for the cost of producing such copies. College employees may review student records when the reason for their review serves a legitimate educational or administrative purpose. Unless conducting approved research, faculty members may review the records only of students currently enrolled in their classes.

Right of Waiver of Access to Confidential Letters or Statements

A student, eligible parent, or guardian may waive the right of access to evaluations, confidential letters, or letters of recommendation. When requested, HCC will provide the names of individuals who have submitted such letters and evaluations. Moreover, HCC will endeavor to ensure the recommendations and evaluations are used only for the purpose(s) intended.

Corrections

HCC maintains student records electronically, on paper, on microfilm, and on microfiche. In order to provide students the opportunity to correct errors and appeal discrepancies; the college will maintain the original documents on which the records are based for one year. After one year, the source documents may no longer be available and documenting errors will become the students' responsibility.

Right to Challenge and Hearing

Students and eligible parents or guardians have the right to challenge the content and request amendment of records and reports they believe to be inaccurate or misleading. To present such a challenge, students, eligible parents, or guardians should contact the appropriate campus admissions, registration, and records office.

Challenges may be settled informally by a written agreement. If challenges cannot be settled informally, either party may request, within a responsible time, that a formal hearing be held to settle the dispute. If a request is made, the appropriate campus president will appoint an administrator, without an interest in the outcome, to serve as the hearing officer. Students, eligible parents or guardians, and college employees whose testimony is relevant to the issue may present evidence. After reviewing all available evidence and testimony the hearing officer will make a written recommendation to the appointing president. The campus president will issue a written decision.

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Students and eligible parents or guardians have the right to appeal decisions of campus presidents' rulings on FERPA challenges to the vice president for student services and enrollment management.

Right to Privacy

Students have the right to privacy with respect to the educational records maintained by the college. Personally identifiable student records or reports are confidential and will not be released without the written consent of students. HCC will release directory information on students unless students submit written requests to the appropriate campus admissions, registration, and records office requesting that directory information be withheld. Directory information includes students':

- Names;
- Majors;
- Participation in officially recognized activities and sports;
- Weight and height (of members of athletic teams);
- Dates of attendance;
- Degrees and awards received;
- Enrollment status.

Complaints

Individuals who believe their privacy rights have been violated may petition the Family Educational Rights and Privacy Acts Office at the Department of Health & Welfare in Washington, D.C. or file suit in Circuit Court to request enforcement of the rights they believe to have been violated.

Rule and Procedure

Students may obtain a copy of the administrative rule and procedure on student records, including the requirements of the federal and state laws, from their campus dean of student services or at the campus libraries.

Release of Information

Organizations requiring verification of student enrollment or graduation should contact the National Student Clearinghouse at www.studentclearinghouse.org. Unofficial verifications can be processed through the student's WebAdvisor account.

Since the federal government requires educational institutions to take precautions to prevent the misuse of student data, HCC will release student information only upon receipt of a signed, written request by the student or other authorized requestor. Parties requesting information should submit their requests and any accompanying forms to the campus admissions,

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registration, and records office. The college will try to process requests for information within 10 working days.

History:

Adopted: 5/3/88 Revised: 9/19/90; 3/4/92; 1/19/94; 6/7/9; 6/14/16. Formerly: 3.412