

# Records Policy & Procedure

Version 1.0

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## Policy Statement

It is the policy of Euphoria College to comply with all federal, state, and accreditor regulations in regards to student and educational records. This policy outlines the processes necessary for proper maintenance, access, and storage of education and other company records.

## Scope

This policy applies to all education records, company records, and to all employees, students, and contractors, service providers, or vendors contracted with the College.

## Definitions

### FERPA

The Family Educational Rights and Privacy Act of 1974, as amended, is a federal law regarding the privacy of student records and the obligations of the institution, primarily in the areas of release of records and the access provided to these records. Any educational institution that receives funds under any program administered by the U.S. Secretary of Education is bound by FERPA requirements. Institutions that fail to comply with FERPA may have funds administered by the Secretary of Education withheld. The College complies specifically with the Federal Family Educational Rights and Privacy Act of 1974 (FERPA) in regards to:

- The right to inspect and review education records,
- The right to request that a school amend a record,
- The right to consent in writing to the disclosure of personally identifiable information from records, except under certain permitted situations, and,
- The right to file a complaint with the Family Policy Compliance Office (FPCO) regarding an alleged FERPA violation.

Student records will not be released except on a need-to-know basis and with prior authorization for access or if the information is deemed directory information and has not been otherwise restricted by the student. Employees and contractors may access protected educational records as required by their position or duties at the College

### Education records

An education record is any record directly related to a student that is maintained by an educational agency or institution, or by a party acting for the agency or institution.

Education records do not include:

- Sole possession records that are used only as memory aids and not shared with others
- Law enforcement unit records
- Employment records, unless the employment is dependent on the employee's status as a student (such as graduate assistants)
- Medical records
- Records that only contain information about an individual after he or she is no longer a student at that agency or institution.

#### ***Types of Education Records***

- **Academic Records:** Academic records refer to any documents related to attendance, academic progress, disciplinary actions, grades, etc.
- **Financial Aid Records:** Financial Aid records are any documents related to financial aid awards, disbursements, eligibility, etc.
- **Financial Records:** Financial records refer to credit reporting history, payments, credits, collection information, etc.
- **Admissions Records:** Admissions records include the enrollment agreement, enrollment packet, acceptance letters, etc.

#### **Personally Identifiable Information**

According to FERPA, personally identifiable information in an education record may not be released without prior written consent from the student. Personally identifiable information is any information — directory and non-directory information — that can easily be traced to the student or distinguishes the student's identity. Some examples of information that may not be released without prior written consent of the student are:

- full date of birth
- citizenship
- disciplinary status
- ethnicity
- gender
- marital status
- SSN/student I.D.
- grades/exam scores
- test scores (e.g., SAT, GRE, etc.)
- progress reports (degree audit)
- Financial Aid Records
- Financial Records

#### **Access to Student Education Records**

The College will not release personally identifiable information or education records without the student's prior written consent, unless such information is identified as Directory Information, and release of Directory Information has not been restricted by the student. Parents are not permitted access to their child's education records unless the student has provided written authorization permitting access. Exceptions concerning the privacy of student education records include access by "College officials" who the institution has determined to have a "legitimate educational interest;" access for the purpose of

awarding financial aid; and access for the purpose of complying with subpoenas or court orders, and access for the purpose of completing mandatory Federal, State, and accrediting body reports. The College may also compile aggregate data for release purposes without a specific release from a student, provided that the aggregate information does not contain any means to identify individual students.

"College officials" are any persons employed by the college in an administrative, supervisory, academic, research, or support staff position or persons employed by or under contract to the college to perform a specific task. A "College official" has a "legitimate educational interest" whenever he or she is performing a task that is specified in his or her position or by a contract agreement in support of the student's education.

Students may authorize individuals or companies to access protected information.

## Education Record Locations and Custodians

TYPE	LOCATION	TYPICAL CUSTODIAN
Academic records	Office of the Registrar	Registrar
Admission records	Office of the Registrar	Registrar
Financial Aid records	Financial Aid Office	Financial Services Representatives

## Student Rights to Record Access

Students are allowed access to their educational records as follows:

- A student may inspect his or her academic transcript during normal working hours. A mutually convenient time will be arranged within 1-2 working days after receipt of the request for the student to examine the records in his or her file.
- At that time, the student may examine all educational records in his or her file with the exception of those specifically exempted by Part 99 of Title 34 of the Code of Federal Regulations (i.e. financial records or records pertaining to multiple students. Multiple student records may be provided in a redacted format so only the requesting student's information is available.)
- The student may obtain copies of any of the records available to him or her.

All reasonable requests for explanations or interpretations of the educational records will be honored, and if inaccurate, misleading, or otherwise inappropriate data are found in these records, they will be promptly corrected or deleted.

## Obtaining Transcripts

A student who attends or who has attended the College may request an official copy of their transcript. Transcript requests must be submitted in writing to the campus's Registrar office in person or via mail or fax. The request must indicate the full name and social security number used by the student while attending The College, the dates of attendance, and the name and address where the official transcript copy should be sent.

## Disclosure to Parents of a Dependent

Under the FERPA regulations and Department of Education guidance, "If a student is attending a postsecondary institution - at any age - the rights under FERPA have transferred to the student."

FERPA provides ways in which a school may share education records on an eligible student with their parents. Schools may, **but are not required to**, disclose education records to parents, without the consent of the eligible student. The College requires the consent of students before releasing files to parents **regardless of the student being a dependent or under the age of 18**.

## Directory Information

FERPA has specifically identified certain information called directory information that may be disclosed without student consent. Directory information is the information available about a student that is not considered harmful or an invasion of privacy if disclosed. While FERPA and the College's policy protects the privacy of educational records, directory information is not treated as confidential and may be released without prior consent unless the student has submitted a request to restrict the release.

The College has designated the following information as directory information:

- Student's name
- Major field of study
- Date of birth (month/day only)
- Dates of attendance
- Number of course units in which enrolled
- Degrees and honors awarded
- Participation in officially recognized organizations

All other information in a student record that is not listed as the College's Directory Information is considered confidential and may not be released without the student's prior written consent.

However, The College will notify parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them.

## Restriction of Directory Information

According to FERPA, a student can request, while still enrolled, that the institution not release any directory information about him/her. Institutions must comply with this request. At The College, students who wish to restrict the release of directory information must complete a **Request to Restrict Directory Information** form (*see Appendix C*) and submit to the Campus Registrar. Students may request directory information restrictions at any time throughout their enrollment at The College, however, any changes may take up to 10 business days to implement. New students must submit requests before the end of the first academic week of their start to ensure that no information is released as directory information.

Students who wish to restrict directory information should realize that this action could have negative consequences. The names of students who have restricted their directory information will not appear in the commencement bulletin or other college publications. In addition, employers, credit card companies, loan agencies, scholarship committees, etc. will be denied access to any information and will be informed that The College has no information regarding the person inquired about.

## Student Notifications

Students are provided with a copy of the FERPA regulations for review at the time of enrollment and are given the option to allow access to their education records (FERPA release form). In addition, consistent with its obligations under FERPA, The College' annual notification to students is available on the college website. (*see Appendix A for example*)

## Education Record Maintenance

The College maintains both paper and digital records. Student education records consist of all the documents previously discussed including Admission, Financial, Financial Aid, and Academic records. Transcripts and general student record information is stored in the College digital database for each campus. All paperwork associated with a student's education record is maintained in a paper file that corresponds with the student's digital record.

A minimum of seven years of education files based on start date, are maintained on campus. This ensures that records needed for reporting and auditing are readily available. These education records must be stored in fire resistant cabinets and in a locked storage area accessible to appropriate personnel only. Refer to "Permanent records" for after 7 years.

## Permanent Record Maintenance

The following physical and electronic records are considered permanent and must be maintained with an approved off-site records storage company or based on specific campus storage guidelines outlined below.

- Student Education Records for all students who attended class, dropped, graduated, or otherwise completed some education at The College; specifically:
  - Admissions Records (enrollment agreement, packet, etc.)
  - Academic Record (SSP, final transcript, disciplinary action, extern booklets, etc.)
  - Financial Records (Financial Aid, payments, tuition and fees, etc.)
  - Any other information related to student enrollment.

- Employment and Placement Records (to be combined with the education record after the cohort is reported to accreditors)
- Denied Students: These are records specific to students who were denied admission by The College.
- Personnel Files (Human Resources, email, etc.)
- Marketing advertisements and materials used in student recruitment.
- Accreditation and Reporting documents (responses, data reports, program changes, etc.)

After the seven years the records are maintained on campus, the records may be transferred to a secure off-campus storage facility. Prior to boxing and permanently storing these records, they should be reviewed for duplicate paperwork and unnecessary documents to ensure that the permanent record is organized and clean. Records stored off campus must be located with a vendor approved by corporate that ensures the security, fire safety, and environmental controls necessary to maintain the records permanently. In the event that the records are maintained at the campus, they must be in fire resistant cabinets or in a fire-resistant space that is only accessible to appropriate personnel. Please refer to the IT Security and Acceptable Use policies for information regarding long-term storage and backup of electronic records.

## Other The College Records

In addition to student education records, the school maintains other company physical and digital records related to business operations. The following disposal schedule for physical records must be followed:

- Marketing materials (non-recruitment): 7 years
- Inventory & Student Distribution: 7 years
- Purchasing & Accounting: 7 years
- Early Exits, Cancels, No Shows: 2 years
- Admission records for potential students: 1 year
- Academic Grade Outside Work: 20% retained for 7 years
- Other miscellaneous non-education record documents: 7 years.

Record disposal involves the shredding of documents through an approved shredding company. Contact corporate for assistance in obtaining the appropriate vendor information.

## Destruction of Digital Media

It may be necessary to destroy digital media if the records in question fall under the disposal schedule above. Follow the below procedures in regards to all media destruction including hard disk drives, flash drives, CD/DV media, and magnetic media. Contact the IT department if assistance is needed.

Erase all hard disk drives and flash media using a sufficient drive over writing tool, overwritten with random patterns to obfuscate any residual or ghost data. Drives that are nonfunctional and cannot be overwritten should be destroyed by whatever means necessary to ensure that data is not recoverable from the device.

Whether or not they are rewriteable, destroy all CD/DVD media with Controlled Use Information (CUI) by any means sufficient to ensure the media is no longer readable. Sufficient methods include burning,

melting, shredding, breaking and smashing. Handlers should exercise personal safety not to injure themselves in the process of destruction of CD/DVD media.

Degauss all magnetic media such as floppy disks and magnetic tape with a strong magnet in order to erase the data. In the event that degaussing is not possible, the media should be completely destroyed.

## Campus Closure

In the event of a campus closure, all education records would be transferred to the corporate office located in Colorado Springs, CO. These records would be stored with an approved off-site storage facility and the digital student record and transcripts are accessible via the College database system.

Any transcript requests for the closed campus must be submitted in writing via fax or mail to the corporate office located in Colorado Springs, CO. The request must indicate the full name and social security number used by the student while attending the College, the dates of attendance, and the name and address where the official transcript copy should be sent.

## Appendix A: Student & Staff Notification

### Notification of Rights under FERPA for Postsecondary Institutions

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (*An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.*)

***These rights include:***

1. The right to inspect and review the student's education records within 45 days after the day The 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. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the school decides not to amend the record as requested, the school will notify the student in writing of the decision. The student may appeal the decision by following the appeals process published in the catalog.

3. The right to provide written consent before the college discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by The College' in an administrative, supervisory, academic, research, or support staff position. A school official also may include a volunteer or contractor outside of The College who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for The College.

Upon request, the school also discloses education records without consent to officials of another school in which a student seeks or intends to enroll. A reasonable attempt will be made to notify each student of these disclosures unless the school states in its annual notification that it intends to forward records on request.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by The College to comply with therequirements of FERPA. The nameand address of the Office that administers FERPA is:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW



#### Washington, DC 20202

FERPA permits the disclosure of PII from students' education records, without consent of the student, if the disclosure meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student:

- To other school officials, including teachers, within The College whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))
- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the college's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)
- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
- To accrediting organizations to carry out their accrediting functions. (§99.31(a)(7))
- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
- Information the school has designated as "directory information" under §99.37. (§99.31(a)(11))
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

## FERPA RELEASE FORM

### Student Consent to Release Information

In compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974 as amended, The College will not release student information beyond the college's directory information to any thirdparty without written permission by the student. The College reserves the right to reviewand respond to requests for release of education records on a case-by-case basis.

Student Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
SSN: \_\_\_\_\_ Phone Number: \_\_\_\_\_

I do not grant any third parties access to my records. (The College may still access records as permitted by §99.31 of the FERPA regulations.)

I hereby grant the employees and representatives of The College College permission to release information from my education records to the parties listed below. *Please note: A separate written request with signature must be submitted to the Registrar for academic transcript(s).*

Name	_____	Phone Number	_____
Relationship to student	_____	++Birth Date (mm/dd)	_____
Name	_____	Phone Number	_____
Relationship to student	_____	++Birth Date(mm/dd)	_____
Name	_____	Phone Number	_____
Relationship to student	_____	++Birth Date(mm/dd)	_____

++This information will be used for identification purposesonly.

I understand that (1) I have the right not to consent to the release of my education records; (2) that I have the right to inspect any written records released pursuant to this consent (3) and that this consent will remain in effect until revoked by me, in writing and delivered to the Registrar at my The College College campus. The revocation of consent shall not affect disclosures made by The College prior to the receipt of any such written revocation. The most recently dated form in my file will supersede any previous forms completed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please remove any previous co nsent to release information approvals. I understand this will remove all previous consents to access my education records.

Name: \_\_\_\_\_ Former Name: \_\_\_\_\_  
\_\_\_\_\_ *If applicable* \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Appendix C: Request to Restrict Directory Information Form

## Request to Restrict Directory Information

In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA) and subsequent amendments, The College declares the following items to be directory information.

**Directory Information:** this data may be released or made public for any purpose at the discretion of the college. You may opt out of having your directory information released, but we ask that you consider this decision carefully.

The College has designated the following information as directory information: Student’s

- name
- Major field of study
- Date of birth (month/day only)
- Dates of attendance
- Number of course units in which enrolled
- Degrees and honors awarded
- Participation in officially recognized organizations

If you opt out of directory information release, The College will still use the data internally as needed for college purposes such as providing a diploma or issuing federal funding. The College will not release directory information in our directory or to any third party including, but not limited to, your parents, spouse, high school, potential employer, or externally contracted parties, except as FERPA allows. **Examples include:** *The College will not be able to list your name in the commencement program, post your name for dean’s list, tell a potential employer when you attended or what degree you earned, or highlight your accomplishment if you receive an award.*

The College will honor your opt out decision and not disclose your directory data in compliance with this signed form, but we will not contact you if someone requests your data and The College is not responsible for any loss or damage resulting from your restriction. If you have questions about data privacy, directory information, or applying this restriction, please contact the Registrar before signing this form.

**Do not release any of my directory information.** I understand my name may still be used in onsite classes. I further understand that The College is not responsible for consequences that arise out of compliance with my request. This restriction will remain in place even if I am no longer enrolled at The College unless I provide written notice to remove the restriction (preferably by completing the box at the bottom of this form) to the The College Registrar office located on your campus.

Name: \_\_\_\_\_ SSN: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<input type="checkbox"/> Please remove the directory disclosure restriction from my The College student record.	
Name: _____	Former Name: _____
	<i>If applicable</i>
Signature: _____	Date: _____

