

## **Student Records Policy**

- (1) Student Records Policy. Dixie Technical College is committed to managing student records in a manner consistent with FERPA, GRAMA, and other state and federal laws and policies.
- (2) Student Privacy and Records Procedures.
  - (a) Record Security and Storage
    - (i) Student records are stored in the approved Student Information System
    - (ii) Access to the Student Information System is controlled with password protection and security under the direction of the College Information Technology Department.
  - (b) Data Storage. Data storage and security are managed, controlled, and backed-up by the College Information Technology Department.
  - (c) Student Records. Student records are maintained by the Office of the Registrar in the approved Student Information System.
  - (d) Access to Student Records
    - (i) A student's educational record containing non-directory information is not released to any individual or organization without the written consent of the student.
    - (ii) The College reserves the right to release Directory Information unless the student has specifically requested in writing that such information be withheld. Directory Information includes:
      - Student's Name
      - Program(s) of study
      - Dates of attendance
      - Certificates awarded
      - Honors Received
      - Activities
      - Photos (institutional use only)
    - (iii) Employee access to student records is limited to the data needed to perform the employee's required duties and responsibilities. Employees are responsible for the security of records to which they are given access.
    - (iv) Students have access to records in their student account via the student web portal or by making a direct request to Student Services.
    - (v) The College has 45 days from the date of a student record request to respond. In the event that the records have been archived and aren't

immediately available, the Student Services Manager will inform the individual making the request of the anticipated delay.

- (vi) Students may file a complaint with the U.S. Department of Education concerning alleged failure 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

(e) Official Transcript Requests

- (i) Students may obtain an official transcript by submitting a Transcript Request Form which is available online at [dixietech.edu](http://dixietech.edu).
  - (ii) A student may request an official transcript for themselves or designate release of the document to another party, institution or organization.
  - (iii) Official transcripts will be provided within ten (10) working days.
- (f) Record Retention. All student academic records are retained, secured, and disposed of in accordance with local, state, and federal regulations. All student record information is maintained in the Student Information System. All student records will be retained via onsite back-up plus off-site backup systems.

(3) Definitions

- (a) An Educational Record. An Educational Record is any record directly related to a student and maintained by the college or an agent of the college.
- (b) Legitimate Educational Interest. Access to student records is limited to the data needed to perform the required duties and responsibilities. Individuals are responsible for the security of records to which they are given access.
- (c) School Official. A person employed by the College in an administrative, faculty, staff, or support position who is involved in work that requires access to personally identifiable information.
- (d) Transcript. A permanent record of a student's educational accomplishments including coursework completed and certificates issued.
- (e) FERPA. Family Educational Rights and Privacy Act which is designed to protect the privacy of students and provide guidelines for release of records.
- (f) GRAMA. Government Records Access and Management Act (GRAMA), Utah Code Section 63G-2-1, et seq., which is a comprehensive law dealing with management of government records, with who is entitled to access those records and with the exercise and enforcement of access rights.

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