The Family Education Rights and Privacy Act 'FERPA'
Chapman University Registrar’s Office Procedures

Chapman University’s Registrar’s Office, in accordance with the regulations of the Family Educational Rights & Privacy Act, FERPA, uses the following guidelines/procedures in handling Student Education Records:

STUDENT ACCESS TO RECORDS
Students are allowed access to all education records in accordance with FERPA regulations and the Chapman University Policy of Privacy Rights of Students, hereinafter referred to as "The Policy". Students may be asked to provide identification (e.g. student body id card, drivers license etc.) in order to insure proper release of information. It is recommended that students be informed of this at the time they request the information. Important note: "access" does not necessarily mean "a copy" of a student record. In accordance with FERPA guidelines institutions must allow students the ability to view records, but are not required to provide a copy of such records, unless the denial of a copy results in denial of access. Such "holds" on records are defined within the Policy.

SCHOOL OFFICIALS ACCESS TO/CUSTODY OF STUDENT RECORDS
All school officials as defined in the Policy are expected to manage student records in their custody in accordance with all FERPA regulations. To receive access to student records school officials (including work study student personnel) must receive a copy of these procedures and remain current regarding any FERPA modifications. Any school official failing to provide necessary security of student records as stipulated may be denied further access to student records until adequate security can be guaranteed. Proper custody of student records includes but is not limited to

* keeping all student records in a secure environment when the school official is not present.
* keeping student records inaccessible to third parties without student consent by:
  * not leaving student records on tables, desks or in other areas open to third parties
  * securing computer screens so that third parties do not have access to student information
  * posting student grades, satisfactory progress or other student records only as designated by these guidelines.

RELEASE OF STUDENT INFORMATION TO PARTIES OTHER THAN THE STUDENT OR SCHOOL OFFICIALS
Chapman University will not release student information without the written consent of the student unless specifically allowed according to FERPA regulations. All student requests for release of information must be in writing, dated, and must include:

Purpose of the release
Specific information to be released
Specific parties to whom the information is to be released
The student's signature

FAX REQUESTS
FAX requests for release of information are allowed under FERPA regulations. In most cases all requests for release of information will be routed to the Registrar's Office. Parties to whom personally identifiable information is released as a general rule, are not permitted to disclose the information to others without the written consent of the student, and must be informed of that restriction in writing at the time they receive the information. The official wording of this notification will be as follows:

"The attached information has been forwarded to you at the request of the student with the understanding that it will not be released to other parties. The Family Educational Rights and Privacy Act of 1974, as amended, prohibits release of this information without the student’s written consent. Please return this material to us if you are unable to comply with this condition of release."
TELEPHONE REQUESTS FOR INFORMATION
Personally identifiable information may be released to the student via telephone only if the school official is certain that the party requesting the information is indeed the student. In order to insure record security, the school official must ask ALL of the following:
- Student's complete name while in attendance
- Student's Social Security Number
- Student's date of birth
- Student's dates of attendance at Chapman University.

If the school official receiving the request cannot verify this information, then release of information will not be allowed.

PUBLIC POSTING OF STUDENT GRADES/ACADEMIC RECORD
FERPA regulations clearly state that the public posting of grades or academic record information either by the student's name, institutional student identification number, or social security number without the student's written permission is a violation. In order to post such information the school official must either obtain the student's uncoerced written permission to do so or by using code words or randomly assigned numbers that only the school official and individual student know.

RELEASE OF INFORMATION TO STUDENT RELATIVES, SIGNIFICANT OTHERS
Chapman University does not release personally identifiable information to student's relatives or significant others without written permission from the student unless specifically authorized by FERPA regulations. Parents of dependent students do not receive access to students records solely on that basis without the students written consent.

RELEASE OF DIRECTORY INFORMATION
Chapman University has defined the following categories as "Directory Information", that is, information not considered harmful or an invasion of privacy if disclosed: student name, permanent address, local address, temporary address, electronic mail address, telephone number, dates of attendance, degrees and awards received, participation in officially recognized activities and sports, weight and height of members of athletic teams, theses titles/topics, photograph, full-time/part-time status, major field of study, and date of birth. Chapman University has chosen not to release Directory Information, as defined in the Policy, to parties outside the University. Exceptions to this guideline include but are not limited to Deans Lists, Academic or Athletic Honors/Awards or programs, verification of degrees, dates of attendance, or information to hometown newspapers of students attending the university. Directory Information for use within the university is permitted in accordance with FERPA guidelines; however disclosure within the university does not constitute institutional authorization to transmit, share, or disclose any or all information received to a third party. As a general rule, no lists of students will be given to parties outside the University. Requests for directory lists by Chapman University individuals or groups should be addressed to the Registrars Office, and if approved, such information will be given the Chapman University school official responsible for the maintenance of the record. Student Directories may be distributed by the University Colleges.

HOLDING OF DIRECTORY INFORMATION
In accordance with FERPA guidelines and University Policy, students may withhold the release of directory information to all requests not included under the exceptions listed by FERPA regulations. Such "holds" refer to all information regarding the student's attendance at Chapman University, and are binding for all information except that necessary for educational purposes released to school officials. All requests for directory holds must be in writing and submitted to the Registrar's Office, which is the sole office authorized to maintain directory holds. Authorization to withhold Directory Information must be filed annually in the Registrar's Office within the first two weeks of fall semester. The Registrar's Office will place computer designations within the Student Information system on those students requesting directory holds; all school officials, prior to releasing directory information, must check either the student information system or contact the Registrar's Office to insure compliance with student requests for non-disclosure. The proper response to any third party request for such withheld information should be: "We are unable to provide that information". Any other response may reveal that the student is in attendance.
Annual Notification of Students Rights Under The Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords student certain rights with respect to their education records. They are:

(1) The right to inspect and review the student's education records within 45 days of the day Chapman University receives a request for access. Students should submit to the Registrar's Office written requests that identify the record(s) they wish to inspect. 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 are not maintained by the Registrar's Office, the student shall be advised 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 are inaccurate. Students may ask Chapman University to amend a record that they believe is inaccurate. They should write the Registrar, clearly identify the part of the record they want changed, and specify why it is inaccurate. If Chapman University decides not to amend the record as requested by the student, the student shall be notified of the decision and advised as to his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

(3) The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by Chapman University in an administrative, supervisory, academic or research, or support staff position (including law enforcement personnel and health staff); a person or company with whom Chapman University has contracted (such as an attorney, auditor, 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 education record in order to fulfill his or her professional responsibility. As allowed within FERPA guidelines, Chapman University may disclose education records without consent to officials of another school, upon request, in which a student seeks or intends to enroll.

(4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by Chapman University to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW., Washington, DC, 20202-4605. At its discretion Chapman University may provide Directory Information in accordance with the provisions of the Family Education Rights and Privacy Act. Directory Information is defined as that information which would not generally be considered harmful or an invasion of privacy if disclosed. Designated Directory Information at Chapman University includes the following: student name, permanent address, local address, temporary address, electronic mail address, telephone number, dates of attendance, degrees and awards received, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, theses titles/topics, photograph, full-time/part-time status, most recent previous school attended, date and place of birth. Students may withhold Directory Information by notifying the Registrar in writing; please note that such withholding requests are binding for all information to all parties other than for those exceptions allowed under the Act. Students should consider all aspects of a Directory Hold prior to filing such a request. Although the initial request must be filed during the first two weeks of the enrollment period, requests for non-disclosure will be honored by the University for no more than one academic year. Re-authorization to withhold Directory Information must be filed annually in the Registrar's Office within the first two weeks of the fall semester.

Contact John Snodgrass, Registrar, regarding any FERPA issues.