Delgado COMMUNITY COLLEGE

Policy No. SA-1442.2B

POLICY & PROCEDURES MEMORANDUM

TITLE:	**STUDENT RECORDS**
EFFECTIVE DATE:	***July 20, 2026** *(*Procedural Update 7/20/26; 9/9/22; Title Update 6/5/12; Original 9/7/04)*
CANCELLATION:	SA-1442.2B (9/9/22)
CATEGORY:	Student Affairs (SA)

POLICY STATEMENT

Delgado Community College has the legal right and moral obligation to establish rules for maintaining and disclosing information on students of the College. Education records, as defined by this memorandum, are maintained and disclosed in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended.

The College has outlined the rights and responsibilities, as well as procedures, relating to student records in this memorandum.

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

   This policy outlines student rights and responsibilities, as well as college procedures relating to student records, both credit and non-credit.

2. **Scope and Applicability**

   This policy and procedures memorandum applies to all students of Delgado Community College.

3. **Definitions**

   For the purposes of this policy and procedures memorandum, the following definition of terms applies:

Student: any person who attends or has attended Delgado Community College in either the credit or non-credit division of the College

School Official: a person employed by Delgado Community College in an administrative, supervisory, academic or research, or support staff position (including student workers); a System Office staff or Board member of the Board of Supervisors for the Louisiana Community and Technical College System; or a person employed by or under contract to the College to perform a special task, such as the attorney or auditor

Education records: any record (in handwriting, print, tapes, film, electronic, or other medium including grade books, attendance records and/or rosters) maintained by Delgado Community College or an agent of the College that is directly related to a student, ***excluding***:

a. A personal record kept by a staff member if it is kept in the personal possession of the individual who made the record, and information contained in the record has never been revealed or made available to any other person except the maker's temporary substitute.

b. An employment record of an individual whose employment is not contingent on the fact that they are a student, provided that the record is used only in relation to the individual's employment.

c. Records maintained by the Delgado Community College Police Department that are maintained solely for law enforcement purposes and are revealed only to law enforcement agencies of the same jurisdiction. (The Delgado Police Department does not have access to education records maintained by the College.)

d. Records maintained by the Health Services Office (These records are used only for the treatment of a student and are made available only to those persons providing the treatment.)

e. Alumni records (These records contain information about a student after they are no longer in attendance at the College and do not relate to the person as a student.)

4. **Rights, Responsibilities and Procedures**

*** ANNUAL NOTIFICATION** - Students will be notified of their Family Educational Rights and Privacy Act (FERPA) rights each semester by publication in the College's Student Handbook.

A. **Procedures to Inspect Education Records**

Delgado Community College reserves the right to refuse to permit a student to inspect the following records:

1. The financial statement(s) of the student's parents.

2. Letters and statements of recommendation for which the student has waived his or her right of access or which were placed on file before January 1, 1975.

3. Records connected with an application to attend Delgado Community College or to be admitted to a specific, limited admission program at Delgado Community College if that application was denied.

4. Those records which are excluded from the FERPA definition of education records.

B. **Right to Deny Copies**

Delgado Community College reserves the right to deny transcripts or copies of records not required to be made available by FERPA in any of the following situations:

1. The student has an unpaid financial obligation to the College.

2. There is an unresolved disciplinary action against the student.

3. The student has defaulted on a student loan issued while the student was enrolled at Delgado Community College or through the Louisiana Student Financial Assistance Commission as per Louisiana Revised Statute 17:3021.

4. The student has failed to return college property loaned to the student.

5. Any other circumstance when the College determines it is in its or the student’s best interest to deny copies or transcripts.

C. **Types and Official Custodians of Student Records**

The following is a list of the types of student records that Delgado Community College maintains and their official custodians.

CREDIT RECORDS

TYPES	***CUSTODIAN***
ADMISSION RECORDS OF ENROLLED STUDENTS	College Registrar
ADMISSION RECORDS FOR RESTRICTED ENROLLMENT PROGRAMS* *(*records of enrolled students and applications of those who have applied)*	Program Administrator
ADMISSION RECORDS OF STUDENTS WHO HAVE NOT ENROLLED	College Director of Enrollment Management
ADMISSION TEST SCORES (ACT, SAT, etc.)	College Director of Enrollment Management
CUMULATIVE ACADEMIC RECORDS	College Registrar
DISCIPLINARY RECORDS	Vice Chancellor for Academic and Student Affairs
FINANCIAL AID RECORDS	College Director of Student Financial Assistance
HEALTH RECORDS	
Immunization Records	College Health Services Coordinator
Health Records Required for Admission to Limited Enrollment Programs	Dean of academic department or equivalent office
Other Health Services Records	Health Services Coordinator
STUDENT EMPLOYMENT RECORDS	Coordinator of Student Employment Services

CREDIT RECORDS (continued)

TYPES	***CUSTODIAN***
OCCASIONAL RECORDS (student education records not included in other record types such as minutes of committee meetings, correspondence in offices not listed, etc.)	The appropriate College official in each office
STUDENT ACCOUNT RECORDS	Executive Director, Financial Services/ Associate Controller
TESTING RECORDS (Tests administered by the College)	Coordinator of Testing
VETERANS AFFAIRS	Veterans Affairs Coordinator

NON-CREDIT RECORDS

TYPES	***CUSTODIAN***
NON-CREDIT APPLICATION	Non-credit Programs or equivalent
NON-CREDIT ROSTERS	College Registrar
NON-CREDIT STUDENT RECORDS	College Registrar
NON-CREDIT STUDENT ACCOUNT RECORDS	Executive Director, Financial Services/ Associate Controller

D. **Disclosure of Education Records**

Delgado Community College will not disclose information from a student's education records without the written consent of the student. *Exceptions* to this policy may include:

1. To school officials who have a legitimate educational interest in the records. A school official has a legitimate educational interest if the official is:

a. Performing a task that is specified in his or her position description or by a contract agreement.

b. Performing a task related to a student's education.

c. Performing a task related to the discipline of a student.

2. To officials of another school, upon request, in which a student seeks or intends to enroll.

3. To certain officials of the U.S. Department of Education, the Comptroller General, and state and local educational authorities in connection with certain state or federally supported education programs.

4. In connection with a student's request for or receipt of financial aid as necessary to determine the eligibility, amount, or conditions of the financial aid, or to enforce the terms and conditions of the aid.

5. If required by a state law requiring disclosure that was adopted before November 19, 1974.

6. To organizations conducting certain studies for or on behalf of the College.

7. To accrediting organizations to carry out their functions.

8. To parents of an eligible student who claim the student as a dependent for income tax purposes.

9. To comply with a judicial order or a lawfully issued, valid subpoena.

10. To appropriate parties in a health or safety emergency.

E. **Records of Requests for Disclosure**

Delgado Community College will maintain a record of all requests for and/or disclosure of information from a student's education records. The record will indicate the name of the party making the request, any additional party to whom it may be re-disclosed, and the legitimate interest the party had in requesting or obtaining the information. The record may be reviewed by the student.

Records are kept for one year only on requests from, or disclosure of records to (1) the student; (2) a party with written consent from the student; or (3) a person seeking directory information. No records are kept on requests from school officials as defined in D1 of this section.

F. **Directory Information**

1. In accordance with the Code of Federal Regulations (34CFR99.37), Delgado Community College may disclose directory information if it has given public notice to parents of students in attendance and eligible students in attendance at the College of:

   - The types of personally identifiable information that the College has designated as directory information (see F2 of this section);

   - A parent's or eligible student's right to refuse to let the College designate any or all of those types of information about the student as directory information (see F3 of this section).

   - The period of time within which a parent or eligible student has to notify the College in writing that they do not want any or all of those types of information about the student designated as directory information.

   - The College may disclose directory information about former students without meeting the conditions in F1 of this section.

2. Delgado Community College designates the following items as Directory Information: the student's name, email, date of enrollment, full- or part-time enrollment status, classification, major, degree(s) earned, and awards.

3. A student who desires that any or all of the above listed information not be released must notify the Registrar’s Office in writing. If further information is desired, the Registrar’s Office may be contacted. The College **may** disclose any of those items without prior written consent, unless notified in writing.

G. **Correction of Education Records**

Students have the right to ask to have education records corrected that they believe are inaccurate, misleading, or in violation of their privacy rights. (Corrections do **not** include grade appeals. These changes must be appealed through the established appeal policy and must follow the established time lines for requesting such changes.) The following are the procedures for the correction of records:

1. A student must request the College Registrar of Delgado Community College to amend a record. In so doing, the student should identify the part of the record they want changed and specify why they believe it is inaccurate, misleading or in violation of his or her privacy or other rights.

2. Delgado Community College may comply with the request or may decide not to comply. If the College decides not to comply, the College will notify the student of the decision and advise him or her of the right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's rights.

3. Upon request, Delgado Community College will arrange for a hearing, and provide reasonable advanced notification to the student of the date, place, and time of the hearing.

4. The hearing will be conducted by a hearing officer who is a disinterested party; however, the hearing officer may be an official of the College. The student will be afforded a full and fair opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. The student may be assisted by one or more individuals, including an attorney.

5. The hearing officer will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence presented and the reasons for the decision.

6. If Delgado Community College decides that the challenged information is not inaccurate, misleading, or in violation of the student's right of privacy, the College will notify the student that they have the right to place in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the decision.

The statement will be maintained as part of the student's education records as long as the contested portion is maintained. If Delgado Community College discloses the contested portion of the record, the College must also disclose the statement.

7. If Delgado Community College decides that the challenged information is inaccurate, misleading, or in violation of the student's right of privacy, the College will amend the record and notify the student, in writing, that the record has been amended.

H. **FERPA Rights of Students**

1. The right to inspect and review the student's education records.

2. The right to request the amendment of the student's education records to ensure that they are not inaccurate, misleading, or otherwise in violation of the student's privacy or other rights.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that the Act and the regulations authorize disclosure without consent.

4. The right to file with the U.S. Department of Education a complaint concerning alleged failures by the institution to comply with the requirements of the Act and the regulations.

5. The right to obtain a copy of the College's current student records policy.

I. **Guidelines for Users of the On-Line Enterprise Resource Planning (ERP) System and Custodians of Student Records**

General Provisions:

Access to student education records is governed by the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended. All requests by students and/or outside agencies for information relative to a student's academic record must be completed by staff in the Registrar's Office. If a student's participation in a federally or state funded program requires that program to verify enrollment status for participants, those offices may comply with those program requirements (under the supervision of the College Registrar).

All forms/written documentation of students' grades, grade point averages, academic standing, degrees, and program completion must be completed by staff in the Registrar's Office.

1. Faculty may access the on-line records of the students for advising purposes and/or determining the registration status of students enrolled in their classes.

2. Clerical/administrative staff may access student records for faculty to use in academic advising and/or to determine the registration status of students enrolled in classes.

3. Students have access to view their own academic records by logging into LoLA. They have access to view their unofficial transcripts and their degree audits. Printed unofficial transcripts and degree audits may be given to the student only after the student has supplied a student ID or other form of identification.

4. **No** information is to be released for students who have filed a written request for such privacy. This request will be noted in the on-line student records system.

5. The only information that may be released by student information system users over the telephone is the verification that a student is enrolled at Delgado as a full-time, half-time, or less than half-time student. Under **no** circumstances are grades given to students by telephone.

6. All Delgado Community College students are assumed to be independent. As such, parents do **not** have access to their children's education records. Dependency must be proved through submission of a copy of the parents' most recent Income Tax Form 1040 to the Registrar's Office or a release form signed by the student.

7. Printed unofficial transcripts/degree audits must be kept in a secure location. Unofficial transcripts/degree audits may be given to the student, upon compliance with the requirements in I3 of this section.

8. Student workers are classified as college employees, and may have access to student records **if** their work assignment requires such access. Care must be taken to assure that student workers know the restrictions in access/release of records information.

9. Whether a grade change has been made can be confirmed, but the grade may not be released over the telephone. The student may also access the grade change through LoLA, which contains procedures for verifying student identify.

10. Whether an add/drop has been processed may be confirmed as long as the student specifies which courses should have been added or dropped.

11. The contents of a letter sent to a student may be discussed if a letter was sent to that student about their record and the student calls with questions.

12. Grades may not be posted.

13. FERPA does **not** require the disclosure of any information to any party other than the student.

14. Law enforcement officials do **not** have the right to access to a student's record unless they have a lawfully issued, valid subpoena. An IRS summons is a subpoena.

15. College officials may release information in the event of an emergency if the knowledge of the information is necessary to protect the health and safety of students or other persons.

J. Online and Electronic Requests/Transcripts

All requests for release of transcripts must be in writing; online requests may be submitted via the National Student Clearinghouse.

Transcripts may be emailed or sent electronically. Students must choose their delivery method upon completion of the transcript request online.

K. Release of Records from Other Institutions

Delgado Community College does not provide copies of admission materials (test scores, transcripts from other schools, immunization records, etc.) submitted to the College by students. Students must request copies of these documents from the institution that issued them.

5. **Cancellation**

This policy and procedures memorandum cancels SA-1442.2A, *Student Records,* dated September 9, 2022.

Policy Reference:

Family Educational Rights and Privacy Act (FERPA) 1974, as amended
Louisiana Revised Statute 17:3021, *Louisiana Student Financial Assistance Commission*
Code of Federal Regulations 34CFR99.37, *Disclosing Directory Information*

Review/Approval Process:

Registrar's Council 5/31/04
Campus Student Affairs Councils 6/24/04
Academic Affairs Council 7/15/04
Executive Council 9/7/04
Title Update - Vice Chancellor for Learning and Student Development Approval 6/5/12
Procedural Update – Vice Chancellor for Academic and Student Affairs Approval 9/9/22
Procedural Update – Vice Chancellor for Academic Affairs Approval 7/20/26

Distribution:

Electronic Distribution Via College Website