

### **III-2.060 Right to Privacy**

Guilford Technical Community College will protect the privacy of personally identifiable information contained in a student's record. The exception to this rule will be directory information, as defined in college procedures.

General access to information in a student's official records will be granted to the following persons:

1. The student.
2. Parents of a student, if the student is a dependent of the parents.
3. Appropriate college officials.
4. Authorized persons/agency representatives having a legitimate educational interest in information contained in the records.

Other persons/agency representatives wishing to obtain information from a student's record must have prior written consent of the student. The college will maintain a record, kept with the student's record and available to that student, of all requests for and disclosures of personally identifiable information, other than requests for directory information or requests submitted by the student and/or parent(s) of a dependent student.

Implementation of this policy will be subject to rules and procedures, which will be available from the Admissions and Records Office upon request.

#### Procedure:

1. Persons who may have access to student records under this policy include:
  - a. Former students as well as those currently in attendance at GTCC may have access to their own records.
  - b. A parent, legally assigned guardian, or an individual legally acting as a parent of a student in the absence of a parent or guardian and who is financially responsible for the student as defined under Section 152 of the Internal Revenue Code of 1954 may have access to the records of the student for whom he/she is parent, guardian or legally acting as parent.
  - c. College administrators, staff, and faculty at Guilford Technical Community College who have legitimate educational interests in having access to student records, and officials of institutions to which the student may be applying for admission.

- d. Authorized persons/agency representatives having a legitimate educational interest (defined as authorized research or college business, which requires access to student records) in information contained in the records, provided information about students is not used in a manner which permits identification of a particular student.
2. Student records covered by this policy may include, but are not limited to, the following:
    - a. The student's permanent file, maintained in the Admissions and Records Office, which contains the following:
      - 1) All transcripts of grades and other information on those transcripts.
      - 2) Application for admission.
      - 3) Health record.
      - 4) Mental, aptitude, or achievement test results, if applicable.
      - 5) GTCC placement test scores, if applicable.
      - 6) Other information pertinent to the student's attendance at GTCC.
    - b. Formal or informal records used to determine eligibility for student financial aid and other documents pertaining to the financial status of the individual, which are maintained in the Financial Aid Office.
    - c. Departmental records regarding the placement of students or graduates in jobs.
    - d. Records maintained for advising purposes by the department in which the student is enrolled. These records may include:
      - 1) Standardized test answer sheets (not available to students for security purposes; however, test scores are available to the student).
      - 2) Records of conferences with the student.
      - 3) Records of courses taken and grades earned.
      - 4) Various departmental evaluations and other communications referring to the student.
      - 5) Copies of correspondence relating to the student.
    - e. Library circulation records, maintained for statistical and informational purposes, showing subjects of material borrowed by students or former students. (See Learning Resource Center Policy on Privacy of Library Circulation Records, 1981.)

3. Directory information, which may be released without permission, includes the student's name, address, telephone number, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degree(s) and award(s) received, and most recent previous educational agency or institution attended by the student.
4. For a student or the parent(s) of a dependent student to review the student's record, the following procedure must be followed:
  - a. The student and/or parent must obtain and complete a Request for Record Review from the Registrar.
  - b. Submit the completed form to the Admissions and Records Office.
  - c. Make a mutually agreeable appointment with the Registrar to review records.
  - d. Meet the Registrar in the Admissions and Records Office at the appointed time and review the records.
  - e. Sign the official form, which will also be signed by the Registrar, indicating the record has been reviewed.
5. School official(s) and authorized persons/agencies with a legitimate educational interest wishing to review a student's record must use the following procedure:
  - a. Contact the Registrar to make an appointment to review the record(s).
  - b. Meet with the Registrar or authorized representative of the Admissions and Records Office to review the record(s).
  - c. Sign and date the Record Review Log(s), which will also be initialed by the Registrar, to indicate the record(s) have been reviewed.
  - d. Faculty and staff must have a Personal Identification Number (PIN) to access information from the college's mainframe computer(s). These numbers will be issued by the Director of Computer Services upon submission of the appropriate form, signed by a Division Chair (faculty) or Planning Unit manager (staff, administrators).
    - 1) PIN's are to be kept confidential and not shared with another employee under any circumstance. Each employee is responsible for any changes made to the information in the databases while the system has been accessed using his/her PIN.

- 2) Should an employee "lend" his/her PIN to another person, the employee will be subject to disciplinary action and possible dismissal.
6. Authorized persons/agencies (such as the Community Colleges System Office or the Board of Governors of the University of North Carolina) with a legitimate educational interest and an established relationship with GTCC may obtain records through the Registrar, or through a direct request to the Director of Research or Director of Computer Services. Logs of such requests will be maintained by each office.
7. All persons/agencies not covered by the above situations who are seeking non-directory information will use the following procedure:
  - a. The requesting party will:
    - 1) Obtain and complete a Request for Record Review from the Admissions and Records Office.
    - 2) Obtain the student's written consent.
    - 3) The Registrar will seek written consent of the student(s), if it is not feasible for the person/agency representative to do so.
  - b. In the event that consent is given, procedures outlined in 5.a.-c. above will be followed.
  - c. In the event that consent is not given, the record will not be made available, except in cases of an official court order.
8. When a copy(ies) of official transcript(s) are to be provided to educational institutions, agencies, or prospective employers the following procedure will be used:
  - a. The student must submit to the Registrar a written request for transcript(s) to be sent, which shall include the name and address of the institution, agency, or prospective employers.
  - b. Three transcripts will be sent at no charge. Thereafter, a \$1.00 fee for each additional transcript must be paid to the Cashier prior to the release of the transcript(s).
9. A student who believes that information in his/her record is inaccurate or misleading or violates his/her privacy or other rights may request in writing to the Registrar an amendment of his/her record.

- a. The request must specifically note the reason(s) amendment of the records is needed with appropriate justification and/or documentation.
- b. The Registrar will investigate the claims made in the request and render a written response within ten (10) days of the receipt of the request.
- c. The following action(s) may be taken by the Registrar:
  - 1) If the decision is to amend the record in accordance with the student's request, the Registrar will make the amendment.
  - 1) If the decision is not to amend, the Registrar will inform the student of the decision and of his/her right to appeal to the Assistant Dean of Enrollment Management and, if not settled at that level, to the Dean of Student Services.

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