JACKSONVILLE STATE UNIVERSITY

Manual of Policies and Procedures

POLICY NUMBER: III:01 **DATE: January 1, 1988**

REVISION/REVIEW DATES: Feb 1997, May 1997 Aug 2013, Aug 2015, Sept 2016, Feb 2021, October 2026

SUBJECT: Student Records

APPROVED: Dr. Don C. Killingsworth, Jr., President

PURPOSE

To establish structure for obtaining student records.

POLICY

Jacksonville State University maintains the following "Education Records" as defined by the Family Educational Rights and Privacy Act

1. Permanent Academic Record: The custodian of this record is the Registrar.

2. Disciplinary Record: The custodians of this record are the Director, Community Standards and the Vice President of Student Affairs.

3. Financial Aid Records: The custodian of these records is the Director of Financial Aid.

4. Student Financial (Acct.) Records: The custodian of these records is the Assistant Controller – Student Accounts.

5. Police Records: The custodian of these records is the Associate Vice President of Health and Safety and Public Safety/Chief of Police.

6. Medical Records: The custodian of these records is RMC/JSU Health Center.

7. Mental Health records: The custodian of these records is the Director of Counseling.

8. Student Disability Verification Records: The custodian of these records is the Assistant Vice Provost for Learning Support Resources and Director of Disability Resources.

PROCEDURES FOR INSPECTION AND REVIEW

Students who have not waived their rights to their records and who wish to inspect and review their education records may do so by submitting a written request to the official responsible for the specific record desired. The responsible official must respond within 45 days of the request by sending the student a copy of the requested record or scheduling an appointment for the student to review the requested record. Copies of education records or record entries, with certain exceptions, may be obtained by the student at the cost of $1.50 per page. Copies of a student's transcript will be provided (see the Office of the Registrar website for pricing). The University reserves the right to deny a copy of an education record for which a "hold" exists or a transcript of an original source document which exists elsewhere.

PROCEDURES FOR CHALLENGING THE CONTENTS OF AN EDUCATION RECORD

Students may challenge the contents of an education record which they consider to be inaccurate, misleading, or otherwise in violation of their privacy rights. Students may initiate a challenge by submitting a written request to the custodian of the particular record in question who shall attempt to resolve the problem through informal discussions. If a challenge to a record is not satisfactorily resolved by this process, students will be informed of their right to a formal hearing, the guidelines to obtain a hearing, and its composition.

RESPONSIBILITY

The Provost and Executive Vice President for Academic Affairs is responsible for this policy.

EVALUATION

This policy will be reviewed at least every five (5) years.