

# FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Pursuant to the Family Educational Rights and Privacy Act (<http://www.twu.edu/registrar/family-educational-rights-and-privacy-act-ferpa/>) (FERPA), the University has established policies relating to the accessibility of student information in the custody of Texas Woman's University. The TWU FERPA policy appears in its entirety in the TWU policy manual, policy number 2.43. It is the policy of Texas Woman's University to obtain the written consent of a student before disclosing personally identifiable information from that student's education records other than directory information and information requested for official use.

## Requesting Copies of Education Records

Unofficial copies of education records to which students have access will be available at the student's written and signed request. The copies will be ready for the student within a reasonable period of time following the submission of the written request. There is no charge to students for copies of their unofficial records. Students can print their own unofficial transcript through Student Self-Service. (<https://selfservice.twu.edu/Student/Student/TranscriptRequests/>) For official transcripts, there is a \$10 charge per transcript request and all outstanding financial obligations to the University must be cleared. For more information on requesting either an unofficial transcript or ordering official transcripts, please visit the Office of the Registrar. (<https://twu.edu/registrar/>)

## Disclosure of Education Records and Directory Information

It is the policy of Texas Woman's University to obtain the written consent of a student before disclosing personally identifiable information from that student's education records other than directory information and information requested for official use. Those who may obtain academic records, other than directory information, without prior written consent may include:

1. TWU school officials with a legitimate educational interest
2. Officials of other schools where the student seeks or intends to enroll
3. Certain representatives of the federal government
4. State educational authorities
5. Governmental representatives in connection with financial aid for which a student has applied
6. Organizations conducting studies for or on behalf of educational institutions or agencies for testing purposes, student aid programs, and instructional improvement
7. Accrediting organizations
8. Those responsible for ensuring compliance with a judicial order
9. Appropriate parties in a health and/or safety emergency
10. Parents of a dependent student as defined in Section 152 of the Internal Revenue Code of 1954

Education records are those records, files, documents, and other materials which:

1. Contain information directly related to a student and
2. Are maintained by an educational agency or institution.

## Directory Information

Directory information is information contained in the education record of a student that would generally not be considered harmful or an invasion of privacy if disclosed. The following types of student information at TWU are considered "directory" for the purposes of this policy:

- Name
- Local and permanent address
- TWU e-mail address
- Telephone listing
- Month, day, and place of birth
- Major field of study
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams
- Dates of attendance
- Enrollment status (e.g., undergraduate or graduate; full-time or part-time)
- Classification
- Degrees, awards, and honors received (including selection criteria)
- Expected graduation date
- Dissertation and thesis titles
- Most previous school attended
- Photograph

To prohibit directory information from being disclosed the student must submit the Request to Withhold Directory Information (<http://www.twu.edu/media/documents/registrar/Request-to-Withhold-Directory-Information.pdf>) form to the Office of the Registrar (<https://twu.edu/registrar/>)r (<http://www.twu.edu/registrar/default.asp>) by 5:00 p.m. of the Census Date for the semester. Check the Academic Calendar (<https://twu.edu/registrar/academic-calendars/>) for Census Dates.

## Limitations on Right to Review Education Records

Educational records to which students may have access do not include the following:

- Financial records and statements of their parents or any information contained therein, without parents' authorization.
- Records which are "created or maintained by a physician, psychiatrist, psychologist, or other recognized professional or paraprofessional" acting in a professional capacity which are created or used only in connection with the provision of treatment for the student and which are held in strict confidence, provided they may be personally reviewed by a physician or other appropriate professional of the student's choice.
- Working records which are the sole possessions of instructional, supervisory, administrative, and educational personnel provided they are "not accessible or revealed to any other person except a substitute."
- Confidential letters and/or statements written prior to January 1, 1975, and those written with a documented understanding of confidentiality.

## Request to Amend Education Records

A student who believes that information contained in education records is inaccurate or misleading may request that the record(s) be amended. The student should first meet with the administrative or faculty official responsible for the record.

If such a meeting is not sufficient to resolve the difference, the matter should be reviewed by the appropriate dean. If the differences remain unresolved, the student should submit a written request for a hearing to the appropriate Vice President. The student will be informed well in advance of the date, place, and time of the hearing. Opportunity will be afforded the student to present evidence related to the issue in question. The student may be represented by individuals of her/his choice. A decision in writing will be provided to the student within a reasonable period of time after the conclusion of the hearing.

A request to amend a grade, or a hearing to contest the assignment of a grade, is not allowed under this procedure. However, one may contest whether or not the grade was recorded accurately. The procedure indicated above does not apply to placement credentials.

## Student Access

Students may inspect and review their education records upon request and upon completion of a form supplied by the component maintaining the records in question. Access is given to a student within a reasonable period of time, but in no case more than 45 days after the request has been made. An appropriate administrative official or member of the faculty will obtain the record for the student and will be present while the student reviews the record.

## Education Records

Education records of the University are contained in the offices of the:

1. University Registrar
2. Dean of the Graduate School
3. Director of Career and Employment Services
4. Associate Provost for Technology
5. Director of Student Financial Aid
6. Director of University Health Services
7. Provost
8. Vice President for Student Life

## Privacy Statement

Texas Woman's University respects student privacy. Certain classes may include interactive components that are recorded and/or transmitted to other sites. Electronic archival of recorded classroom instruction shall remain the sole and complete property of TWU and may be distributed to enrolled students unable to receive instruction due to technical difficulties or extraordinary circumstances. Personal information provided via e-mail, interactive instruction, or through other online means will be used only for purposes necessary to serve enrolled students' needs, such as responding to an inquiry, earning academic credit, or fulfilling other requests for information. For more information about the privacy statement, please contact the Office of Information Services at 940-898-3980 or through regular mail at:

Information Services  
P.O. Box 425797  
Denton, Texas 76204-5797

## Transcripts

For information on obtaining an official or unofficial TWU transcript, see the Transcript Request (<https://catalog.twu.edu/graduate/graduate-school/academic-information/transcript-requests/>) section of this catalog.

## Changing Name and Other Personal Information

To change or correct personal information in academic records, see the Changing Name and Other Personal Information (<https://catalog.twu.edu/graduate/graduate-school/academic-information/changing-name-other-personal-information/>) section of this catalog.