

**Approved By:** President

**Date Approved:** not available

**Effective Date:** July 30, 2025

1. **Summary:** This policy establishes requirements for the use of student information and maintenance of student academic records.
2. **Rationale:** This policy is necessary to ensure appropriate confidentiality of student information and to comply with the requirements of the Family Educational Rights and Privacy Act (FERPA).
3. **Entities Affected:** students
4. **Definitions:**  
*eligible student:* a student who is 18 years of age or older or who attends a postsecondary institution
5. **Policy:** Consistent with the Family Educational Rights and Privacy Acts of 1974 (FERPA), as amended, Criswell College uses the following guidelines regarding academic records.

## **Academic Record**

When a student enrolls at Criswell College, an official academic record begins with the student's relevant admissions material and is maintained in the Registrar's Office. Necessary documents are added to the file as they become available. Current or former students may review their records during the operating hours of the College, unless access to a document has been waived, such as with recommendations. Responsible individuals at the College, if determined to possess a legitimate educational interest, may be given access to educational records at the discretion of the Registrar. The educational records of a current or former student may not be released to other parties without the written permission of the student. Other exceptions may be made, consistent with the exceptions noted in FERPA. It should be noted that original documents contained in the student's educational record will not be returned to the student, parent or guardian, or any third party inquiry.

## **Challenge to Academic Record**

Current or former students may challenge their academic records if they believe the record is inaccurate or misleading. To do so, the student must give written notification to the Registrar's Office, indicating which portion of the record is considered inaccurate or misleading, and should include evidence for drawing that conclusion. The Registrar and Vice President of Academic Affairs will consider the challenge and make a decision, which may be appealed to the President or, where appropriate, the Academic Cabinet (see Academic Appeals policy). Students not satisfied with the outcome of the challenge have the right to place in their academic record a statement commenting on the issue or decision.

## Notification of Rights under FERPA for Postsecondary Institutions

### a. Rights under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) These rights include:

- The right to inspect and review the student’s education records within 45 days after the day Criswell College receives a request for access. A student should submit to the Registrar a written request that identifies the record(s) the student wishes 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 Registrar does not maintain the records, the Registrar shall advise the student of the correct official to whom the request should be addressed.
- The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the school decides not to amend the record as requested, the school will notify the student in writing of the decision and the student’s 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.

- The right to provide written consent before the university discloses personally identifiable information (PII) from the student’s education records, except to the extent that FERPA authorizes disclosure without consent.

The school discloses education records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by Criswell College in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of Criswell College who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist 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 responsibilities for Criswell College.

- The right to file a complaint with the U.S. Department of Education concerning alleged failures by Criswell College 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

**b. Directory Information**

Criswell College considers the information listed below to be directory information.

- Student's name
- Address listings
- Telephone listings
- College email address
- Date and place of birth/hometown
- Dates of enrollment
- Enrollment status (full-time or part-time)
- Classification
- Major field of study
- Candidacy for degrees/certificates
- Degrees earned and dates conferred
- Awards and honors received
- Photographic, video, and electronic images that are taken and/or maintained by the College
- Participation in officially recognized activities
- Most recent previous educational agency or institution attended

Students who wish to request the withholding of the personally identifiable information that Criswell College has identified as Directory Information must complete the Directory Opt-Out Form. The form is effective until rescinded by the student. The form must be submitted to the Student Services Office by the last day of late registration of the semester in which it goes into effect.

**c. Disclosure of Personally Identifiable Information (PII)**

FERPA permits the disclosure of PII from students' education records without consent of the student if the disclosure meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student:

- To other school officials, including teachers, within Criswell College whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties

to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))

- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))
- To authorized representatives of the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the university's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)
- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
- To accrediting organizations to carry out their accrediting functions. (§99.31(a)(7))
- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))
- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
- Information the school has designated as "directory information" under §99.37. (§99.31(a)(11))
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))

- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

### Transcripts

The Registrar's Office issues official transcripts. A student must request official transcripts through the National Student Clearinghouse website, which can be accessed through the Criswell website. Faxing, scanning, and emailing of official transcripts is prohibited.

### 6. Procedure:

- a. **Implementation:** The Registrar is responsible for maintaining procedures for the implementation of this policy.
- b. **Responsibility for Compliance:** Vice President of Academic Affairs
- c. **Notification:** This policy will be posted on the College's website and will be published in the College's *Catalog*.
- d. **Policy Review:** This policy will be regularly reviewed according to the College's policy review procedure.

For the Office of the President only:

Policy version: 3.0	Policy number: 2.009
Related policies:	

### Policy History

Version 1.0	Not Available
Version 2.0	January 7, 2024
Version 3.0	July 30, 2025