

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

- The right to review and inspect their educational records within 45 days after the Office of the Registrar receives a written request for access. The Office will make arrangements for access and will notify the student of the time and place where the records may be inspected. To ask for an amendment to the record, the student must write to the Registrar and clearly identify the part of the record that is requested to be changed with specification of why it should be changed. If the request to change the record is declined at the Registrar's level, the student has the right to a hearing, and this is done at the level of the Provost's Office.
- The right to provide written consent (waiver) before the university discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
- The right to file a complaint with the U.S. Department of Education concerning alleged failures by the university to comply with the requirements of FERPA. The address is:
Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue
Washington, D.C. 20202

There are two types of information that are subject to university specific protocols external to the Registrar's Office:

- 1) **Financial Records:** Students who believe that their financial records are incorrect should contact the Campus Financial Services Center (CFSC). Additional courses of action may be required depending on the individual student's circumstances. CFSC is located in Wickes Hall and office hours are generally 8:00 AM – 4:30 PM Monday through Friday. CFSC may be contacted by phone at 989-964-4900 or by email at cfsc@svsu.edu.
- 2) **Final Course Grade Changes:** Requests for final course grade changes which are subject to the Grade Grievance procedure (must be filed within 30 days of posting):
<https://www.svsu.edu/studenthandbook/grade grievance policy and procedure/>

FERPA Exceptions:

Legitimate Educational Interest: The university may legally disclose education records without the student's prior written consent under the FERPA exception to university officials with legitimate educational interests in the information. This includes a person employed by the university in an administrative, supervisory, academic, research, or support staff position (including law enforcement and health staff); a person serving on the SVSU Board of Control, or to a student serving on an official committee, such as a Grade grievance or Student Discipline Committee. The disclosure exception also

extends to a volunteer or contractor outside of the university who performs an institutional service of function for which the university would use its own employees and who is under the direct control of the university with respect to the use and maintenance of education records. A university 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 the university.

Judicial and Government Agencies: The university will legally disclose education records without student consent in response to a court subpoena or court order, law enforcement warrant, military Solomon Act, and to other government agencies as required by State and federal law.

Directory Information: The university may also release information without prior student consent that is categorized as Directory, such as name, address, email, dates of attendance at the university, and honors and awards.