

**Chattahoochee Valley Community College** contributes to the total development of students by helping them pursue both personal and educational goals. Many services are available to students: tutoring, testing, orientation, counseling and guidance services, academic advisement, student activities and organizations, career development, and job placement assistance.

## **Records**

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The Office of Admissions maintains student records and, with a written request from a student, will issue transcripts. The Family Educational Rights and Privacy Act (FERPA) of 1974 defines the rights of the student with regard to records and other information that may be maintained and/or released.

### **Release of student records**

In compliance with and pursuant to the Family Educational Rights and Privacy Act of 1974, known as the Buckley Amendment, a student's records will not be released by College personnel except with written consent from the student, a written request in the form of a court order, and/ or as otherwise expressly provided in the Family Educational Rights and Privacy Act of 1974.

Student records held by the College will be accessible to students when requested. College personnel who have knowledge of the individual's record (normally the Registrar) will be present to explain the contents of the file.

After receiving a written request from a student to review his/her college record, the Registrar will arrange, as promptly as is reasonably possible, a time when the records may be reviewed in the presence of appropriate college personnel. The student is not permitted to remove the file or remove any of its contents for purposes of reproducing materials within the file unless permission is granted by the Registrar. To review a file, the student must present proper identification, complete appropriate form(s) certifying that he/she has requested to review his/ her records, and that CVCC has complied with the request.

A challenge concerning the content of a student's record shall first be made to the Registrar within five days from the date of the review of the record. The challenge may be made orally or in writing and shall follow essentially the procedures outlined in the Institutional Policy Manual for resolving grievances, beginning at the Office of Admissions as Level One, with the objective of resolving the matter informally at the lowest-level position. If, as a result of the procedure outlined in Level One, the matter is not resolved, then within five working days, the procedure outlined in Level Two may be followed, with the challenge being filed in writing specifying the following: (a) the specific records being challenged; (b) results of previous discussions; and (c) dissatisfaction with previous decisions.

### **Directory information**

A student has the right to have his/her name and directory information concerning him/her omitted from any directory published and distributed on or off campus. Directory information consists of name, address, date and place of birth, participation in officially recognized activities and sports, weight and height for athletic team members, telephone number, class standing, curriculum, degrees or certificates, awards received, and dates attended.