

**CHAPTER 7: Student Services**  
**ADMINISTRATIVE PROCEDURE NO. 7.28.1 (AP 5040)**

**ADMINISTRATIVE PROCEDURES**  
**San Mateo County Community College District**

**Subject:** AP 7.28.1 Student Records, Directory Information, and Privacy  
**Adoption Date:** 8/13; 8/14  
**Policy References:** Education Code Sections 76200 et seq.; Title 5 Sections 54600 et seq.; 20 U.S. Code Section 1232g(i) (U.S. Patriot Act); Civil Code Section 1798.85; ACCJC Accreditation Standard II.C.8

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1. A cumulative record of enrollment, scholarship, and educational progress shall be kept for each student.
2. **Release of Student Records:** No instructor, official, employee, or Board of Trustees member shall authorize access to student records to any person except under the following circumstances:
  - a. Student records shall be released pursuant to a student's written consent.
  - b. Students are required to submit a request form to Admissions. A log of all requests for student information will be maintained in the Admissions and Records Office. "Directory information" may be released in accordance with the definitions in Board Policy 7.28, Student Records, Directory Information and Privacy.
  - c. Currently enrolled students may request that "Directory Information" be withheld by notifying the Registrar in writing.
  - d. Student records shall be released pursuant to a judicial order or a lawfully issued subpoena signed only by a judge. If the subpoena does not accompany a written release of information by the student, he/she will be notified in writing by certified mail of the request for records. A period of 10 days must elapse before records may be released in order to allow the student to seek legal representation to quash the motion if so desired.
  - e. Student records shall be released pursuant to a federal judicial order that has been issued regarding an investigation or prosecution of an offense concerning an investigation or prosecution of terrorism.
  - f. Student records may be released to employees of the District or other officials only when they have a legitimate educational interest to inspect the record. A log of such requests shall be maintained in the Admissions and Records Office.
  - g. Student records may be released to authorized representatives of the Comptroller General of the United States, the Secretary of Education, an administrative head of an education agency, state education officials, or their respective designees or the United States Office of Civil Rights, where that information is necessary to audit or evaluate a state or federally supported educational program or pursuant to federal or state law. Exceptions are that when the collection of personally identifiable information is specifically authorized by federal law, any data collected by those officials shall be protected in a manner that will not permit the personal identification of students or their parents by other than those officials, and any personally identifiable data shall be destroyed when no longer needed for that audit, evaluation, and enforcement of federal legal requirements. Vice President of Student Services or designee is responsible for the security and privacy of such records. A log of such requests shall be maintained in the Admissions and Records Office.
  - h. The Vice President of Student Services or designee is responsible for providing information and updating procedures.

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- i. Student records may be released to officials of other public or private schools or school systems, including local, county or state correctional facilities where education programs are provided, where the student seeks or intends to enroll or is directed to enroll. The release is subject to the conditions in Education Code Section 76225. The Vice President of Student Services or designee is responsible for the security and privacy of such records. A log of such requests shall be maintained in the Admissions and Records Office.
  - j. Student records may be released to agencies or organizations in connection with a student's application for, or receipt of, financial aid, provided that information permitting the personal identification of those students may be disclosed only as may be necessary for those purposes as to financial aid, to determine the amount of the financial aid, or conditions that will be imposed regarding financial aid, or to enforce the terms or conditions of financial aid. The Dean of Enrollment Services or designee is responsible for the security and privacy of such records. A log of such requests shall be maintained in the Admissions and Records Office.
  - k. Student records may be released to organizations conducting studies for, or on behalf of, accrediting organizations, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests, administering financial aid programs, and improving instruction, if those studies are conducted in such a manner as will not permit the personal identification of students or their parents by persons other than representatives of those organizations and the information will be destroyed when no longer needed for the purpose for which it is conducted. The Dean of Enrollment Services or designee is responsible for the security and privacy of such records.
  - l. Student records may be released to appropriate persons in connection with an emergency if the knowledge of that information is necessary to protect the health or safety of a student or other persons, subject to applicable federal or state law. The Dean of Enrollment Services or designee is responsible for the security and privacy of such records.
  - m. The following information shall be released to the federal military for the purposes of federal military recruitment: student names, addresses, telephone listings, dates and places of birth, levels of education, major(s), degrees received, prior military experience, and/or the most recent previous educational institutions enrolled in by the students.
  - n. Students who are minors who are enrolled at the College are considered college students and records cannot be shared with parents or guardians without the written permission of the student.
3. **Charge for Transcripts or Verifications of Student Records:** A student/former student shall be entitled to two free copies of the transcript of his/her record or to two free verifications of various student records. Additional copies shall be made available to the student, or to an addressee designated by him/her, at the rate of \$5.00 per copy. Students may request expedited processing of a transcript for an additional charge of \$10.00.
  4. **Electronic Transcripts:** The District has implemented a process for the receipt and transmission of electronic student transcripts which is contingent upon receipt of sufficient funding.
  5. **Use of Social Security Numbers:** The District shall not do any of the following:
    - a. Publicly post or publicly display an individual's social security number;
    - b. Print an individual's social security number on a card required to access products or services;
    - c. Require an individual to transmit his/her social security number over the internet using a connection that is not secured or encrypted;

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- d. Require an individual to use his/her social security number to access an Internet Web site without also requiring a password or unique personal identification number or other authentication device; or
  - e. Print an individual's social security number that is visible on any materials that are mailed to the individual, except the following:
    - official transcript
    - 1098 tax forms
    - materials used to establish, amend, or terminate an account, contract, or policy
    - materials used to confirm the accuracy of the social security number
6. If the District has, prior to January 1, 2004, used an individual's social security number in a manner inconsistent with the above restrictions, it may continue using that individual's social security number in that same manner only if:
- a. The use of the social security number is continuous;
  - b. The individual is provided an annual disclosure that informs the individual that he/she has the right to stop the use of his/her social security number in a manner otherwise prohibited;
  - c. The District agrees to stop the use of an individual's social security number in a manner otherwise prohibited upon a written request by that individual;
  - d. No fee shall be charged for implementing this request; and the District shall not deny services to an individual for making such a request.