

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Request to Review Education Records	SOP #: RR.021.00
Effective Date	11.30.2022
Last Revision/Review	11.30.2022, 5.3.2023, 5.9.2024

1. Purpose

Burrell College of Osteopathic Medicine complies fully with the provisions of the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. § 1232g; 34 CFR Part 99.

The Family Educational Rights and Privacy Act of 1974, as amended, ("the Act," commonly referred to as "FERPA" or the "Buckley Amendment") is designed to protect the confidentiality of the records that educational institutions maintain on their students and to give students access to their records to assure the accuracy of their contents.

The purposes of the College's Student Education Records Policy are: to inform students of their rights under the Act; to inform employees, student workers, third-party contractors, and volunteers of the College's responsibilities under the Act; and to describe the circumstances under which the College may disclose student education records.

2. Related Policy/Authority

20 U.S.C. § 1232g; 34 CFR Part 99 the Family Educational Rights and Privacy Act (FERPA)

[https://www.ecfr.gov/cgi-bin/text-](https://www.ecfr.gov/cgi-bin/text-idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99_13&rgn=div8)

[idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99_13&rgn=div8](https://www.ecfr.gov/cgi-bin/text-idx?SID=60c46fd633b6738d6744fb854faf1921&mc=true&node=se34.1.99_13&rgn=div8)

<https://burrell.edu/students/resources/office-of-the-registrar/>

3. Faculty/Staff Responsibilities

The Office of the Registrar is responsible for the fulfillment of Record request/review orders.

4. Definitions/Abbreviations

5. Procedural Steps

Inspect and Review

A student has the right to inspect and review the education record within forty-five (45) business days after the school receives a written request for access. A FERPA-Request to Review/Amend Education Records form must be submitted by the student to the Registrar's Office. The Office of the Registrar will make arrangements for access and notify the student of next steps for inspecting the record and establishing an appointment and location to review the record. If the Office of the Registrar's Office does not retain the record requested, the student will be advised of the appropriate official to whom the request should be addressed.

The College will not issue a printed copy of the education record unless extenuating circumstances prevent its viewing in person. This determination will be made on a case-by-case basis.

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Request Amendments

A student has the right to request an amendment of the education record if the student believes the record is inaccurate or misleading. To request an amendment, a FERPA-Request to Review/Amend Education Records form must be submitted by the student to the Office of the Registrar. The request must clearly identify the part of the record(s) to be changed and specify why the record is inaccurate or misleading.

Request a Hearing

The College has the right to decide whether to amend a student's education record as requested by the student. If the College decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of the right to a hearing regarding the request for amendment. A student must submit a request for hearing in writing to the Registrar's Office.

The Office of the Registrar will refer the request to the Office of Student Affairs, who will assign a hearing officer regarding all challenges to the accuracy of educational record and the denial of requested changes. The formal hearing will be conducted according to the following procedures:

- The student will be permitted to present information and materials in support of the assertion that the record is inaccurate, misleading, or otherwise erroneous.
- A representative of the College will be permitted to present information and materials that support the school's position.
- Each party will be present during the hearing and may challenge information and materials of the other party.
- If a student is unable to attend the hearing in person due to distance (such as students participating in online programs), the student may be offered the opportunity to participate via a phone conference.
- The hearing officer will render a decision on the matter generally within five (5) business days after the conclusion of the hearing. FERPA does not provide a process to be used to question substantive judgments, which are correctly recorded. For example, the rights of challenge do not allow a student to contest a grade in a course because the student believes a higher grade should have been assigned.

6. Reports/Charts/Forms/Attachments/Cross References

Transcript related forms can be found under: P:\SOP Enrollment Services\SOP Registrar\Transcript Requests

<https://burrell.edu/policy-b9040/>

<https://burrell.edu/students/resources/office-of-the-registrar/>

7. Maintenance

The Registrar developed the procedure; it will be reviewed and updated annually.

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

8. Signature

Signature on File	5.9.2024
Eric Sandoval, Registrar	Date

9. Distribution List

All faculty, staff, Board of Trustees

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date