



STUDENT PRIVACY AND ACCESS OF RECORDS PROCEDURE

STUDENT SUPPORT | 600.601

Last Evaluation

1/12/2024

Executive Staff Approval

2/20/2024

1. Procedure Statement

This document details Mountainland Technical College's (MTECH) Student Privacy and Access of Records Procedure in compliance with the Federal Educational Rights and Privacy Act of 1974 (FERPA) and Utah's Government Records Access and Management Act (GRAMA). This procedure is established for preserving, protecting, and accessing student coursework, testing, and records to ensure confidentiality, and limiting access to authorized personnel only.

2. Definitions

Canvas - MTECH's Learning Management System (LMS) where coursework is managed and recorded.

Educational Record - Records directly related to a student maintained, in whatever format or medium, by an educational institution or by a party acting for the institution; and contains personally identifiable information to a student.

Family Educational Rights and Privacy Act of 1974 (FERPA) - A United States federal law that governs access to educational information and records.

Parents - Under FERPA, a 'parent' includes a natural parent, a guardian, or an individual acting as a parent in the absence of a parent or guardian.

Program Certificate - A career and technical education program completion certificate awarded by a technical college that is a Utah System of Higher Education (USHE) Institution.

Transcript - Records of a student's enrollment at the college that contains, at a minimum, the following information: the program of study, courses or units of study completed with corresponding grades, period of enrollment, and credential awarded, if applicable.

Utah Government Records Access and Management Act (GRAMA) - A Utah state law that defines and manages access to government records.

3. References

Family Educational Rights and Privacy Act of 1974 (FERPA): 20 U.S.C. § 1232g; 34 CFR Part 99

Utah Government Records Access and Management Act (GRAMA): Utah Code Ann. § 63G-2

4. Access and Release of Records

- 4.1 Student records, including enrollment, financial, academic, and current educational progress, as well as program completion, program placement, and if applicable, licensure exam pass rate status, are available at the institution. Access is available to students with their student login via the web portal for the Student Information System (SIS). Students may also request access, in person, at a Student Services office.
- 4.2 Personally identifiable information or records relating to a student may only be released to the student, or their designee as directed by FERPA. A student's educational history will not be released to any individual, agency or organization without the written consent of the student by using the FERPA Family Educational Rights and Privacy Act (FERPA) Information Release Form, which is available in-person at a Student Services office or online at www.mtec.edu/records.
 - 4.2.1 An explanation of FERPA rights can be accessed in the MTECH Student Handbook located at <https://mtec.edu/student-handbook>.
 - 4.2.2 The student cannot have an outstanding balance owed to the College; any financial obligations to the College must be reconciled prior to the release of any records.
- 4.3 In compliance with FERPA, the College has 45 days from the date of the request to respond. If the records have been archived and aren't immediately available, a Student Services representative will inform the requester of the anticipated delay.
- 4.4 The College reserves the right to release "Directory Information" unless the student specifically withholds permission to do so by filling out a Request to Restrict Directory Information Form. This form is available at a Student Services office, or online at www.mtec.edu/records.

- 4.5 MTECH may share student information with local high schools for students concurrently attending the College. This includes attendance and grades and allows students to receive high school credit for their MTECH participation.
- 4.6 In compliance with GRAMA, students providing private or controlled information are given (upon request) a reason for the collection, the intended use, classes of persons or other entities that will receive the information and consequences for refusing to provide the information.
- 4.7 Transcripts & Certificates
 - 4.7.1 Transcripts
 - 4.7.1.1 Unofficial transcripts are available and can be printed online by accessing the Student Portal at <http://portal.mtec.edu/>.
 - 4.7.2 Certificates
 - 4.7.2.1 Certificates are printed monthly and available for pick up in Student Services offices located at the Lehi, Orem, Provo, and Spanish Fork campuses. Certificates for students taking courses in Wasatch or Summit counties are mailed to the students.
 - 4.7.2.2 Certificates are held for 6 months following the student's completion date. Certificates can only be reprinted for students whose completion date is after July 1, 2007. Each official transcript and duplicate certificate costs \$5 each and must be paid at the time of the request.
 - 4.7.3 Official transcript(s) and duplicate certificate requests will be processed within 5-10 business days.
 - 4.7.4 A form of identification must be provided at the time of the request for a transcript.
 - 4.7.5 A picture ID must be provided in order to pick up a transcript or certificate in person.
 - 4.7.6 Students wishing to obtain an official transcript of academic work or duplicate certificate must submit a [Transcript/Certificate Request Form](#) which is available at Student Services or online at www.mtec.edu/records. Completed forms can be sent by mail, email, fax, or in person.

- 4.7.7 Transcripts and certificates may only be released to another individual, or student's designee, if all conditions listed here have been met and a FERPA Information Release Form accompanies the Request for Transcript Form. This form must be signed and dated by the student and include the name of the individual to whom the transcript is to be released. A picture ID will be required for pick up by an individual other than the student.
 - 4.7.8 Transcripts and certificates may not be released if a balance is owing on the student's account. Any financial obligation must be cleared prior to the release of any records.
- 4.8 The following student records may be obtained through the online Student Portal (<http://portal.mtec.edu/>)
- 4.8.1 Student Progress
 - 4.8.2 Student Schedule
 - 4.8.3 Student Attendance
 - 4.8.4 Unofficial Transcript
 - 4.8.5 Completion Evaluation
 - 4.8.6 Student Time Cards
 - 4.8.7 Student Statements
 - 4.8.8 Previous Payment Receipts

5. Preserving and Protecting Student Coursework, Testing, Records and Data

- 5.1 MTECH maintains complete records for each student, including demographics, training outcome, completed modules and courses, certificates awarded, previous education, attendance, progress, tuition and fees, withdrawal, and placement and licensure data, where applicable (adults only).
- 5.2 All student academic records are preserved, protected, and disposed of in accordance with local, state, and federal regulations. All student records will be retained in perpetuity via onsite back-up plus off-site backup systems.
- 5.3 Storage
 - 5.3.1 All student record information, including grades (if applicable), attendance, and completed courses are stored in the SIS at the main campus.
 - 5.3.2 Student coursework is recorded on Canvas and/or the SIS by the instructor. MTECH does not retain physical copies of coursework.

- 5.4 Security
 - 5.4.1 Access to the SIS is controlled with password protection and security under the direction of the Technology Department.
 - 5.4.2 All digitally stored coursework and grades use industry standard passwords and encryption.
- 5.5 Data storage and security is managed, controlled, and backed-up by the Technology Department.

6. Recording Student Information

- 6.1 The Senior Director of Student Services, located at the Lehi main campus, is responsible for maintaining official files and records of students.
- 6.2 Records relating to enrollment, scheduling, demographics and credentials awarded are entered into the SIS by Student Services staff.
- 6.3 Records relating to student performance (attendance, completion of coursework and grades) will be entered into the SIS by instructors and program administrative support staff.
- 6.4 Employee Access to Student Records
 - 6.4.1 Employee access to student records is limited to the need to access data necessary for the performance of the employee's job function(s) at the direction of a supervisor or director.
 - 6.4.2 Employees are responsible for the security of records to which they are given access and are held responsible for record confidentiality.

7. Amendment of Student Records

- 7.1 Students, instructors, or staff may ask the College to amend a record they believe is inaccurate or misleading. Such requests should be submitted in writing using the Student Records Correction Form, which is available in person at a Student Services office or online at www.mtec.edu/records and must identify the part of the record to be changed and provide documentation that the change is verifiable and appropriate.
- 7.2 Any request for change to a time-based record (attendance, course completion, enrollment data, etc.) which is more than 30 days old must be referred to a Student Services Representative for approval and change.

7.3 If the College declines to change the record as requested, the College will notify the requestor.

8. Evaluation History

Last Evaluation	Executive Staff Approval	Board Approval
6/16/2004		
3/4/2016	3/14/2016	3/16/2016
8/28/2017 no changes		
6/19/2018 no changes		
1/9/2023	1/23/2023	3/15/2023
1/4/2024	2/20/2024	