



University Policy on Family Educational Rights and Privacy Act (FERPA)

Status: Active

Approved by: Susan A. Andrzejewski, Interim President
Effective Date: 09/11/2026
Drafted by: Colleen Forest, University Registrar

I. PURPOSE:

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records and applies to schools that receive funding through applicable programs of the U.S. Department of Education. FERPA grants parents certain rights regarding their children's education record. These rights transfer to the student when the student turns 18 or enrolls at an institution beyond the high school level, whichever occurs first. Accordingly, all students enrolled in classes at Cal State Channel Islands – including minors – hold FERPA rights, regardless of age. Students who hold these rights are referred to as “eligible students.”

II. BACKGROUND:

[Family Educational Rights and Privacy Act \(FERPA\)](#)

[CSU Policy on Privacy and Personal Information Management Student Records Administration](#)

[Collective Bargaining Agreement for Unit 11 – UAW – Academic Student Employees](#)

III. POLICY:

A. Accountability:

University Registrar

Associate Vice President for Academic Planning & Continuous Improvement

Vice President for Academic Affairs and Provost

[Campus Custodians of Educational Records](#)

B. Applicability:

All students who are enrolled or have attended California State University Channel Islands.

C. Definition(s):

1. **Custodian of an Education Record** – The University office, department, or designated official responsible for maintaining the authoritative version of an education record and managing its access, use, disclosure, amendment, retention, and disposition in accordance with FERPA, applicable law, and University policy. [The Custodian of Education Records will vary, based on the type of record.](#)
2. **Education Records** – Any record (in handwriting, print, tapes, film, or other medium) maintained by CSUCI, or an agent of the University, which is directly related to a student except:
 - a) A personal record kept by a staff member, if it is kept in the personal possession of the individual who made the record, and information contained in the record has never been revealed or made available to any other person except the maker's temporary substitute.



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- b) An employment record of an individual whose employment is not contingent on the fact that they are a student, provided the record is used only in relation to the individual's employment.
 - c) Records maintained by the University's Student Health Services, Counseling Psychological Services, or Disability Accommodations & Support Services, if the records are used only for treatment of a student and made available only to those persons providing treatment.
 - d) Alumni records which contain information about a student after they are no longer in attendance at the University and the records do not relate to the person as a student.
3. **Parent** – Parent of a CSUCI student, including a natural parent, a guardian, legally authorized parent or an individual authorized to act as a parent in the absence of a parent or guardian.
4. **Third parties** – Non university persons or entities.

D. Policy Text:

California State University Channel Islands is committed to meeting the provisions established in the Family Educational Rights and Privacy Act (FERPA), which protects the rights of students who are enrolled or who were previously enrolled in the University.

1. **Annual Notification**

The University will notify currently enrolled students of their rights under FERPA by sending electronic communication to students and publishing notices in the University catalog and on the California State University Channel Islands website.

2. **Disclosure of Education Records to Student**

To review an education record, a student must submit a written request to the University Registrar. If students wish to review their disciplinary records, the written request must be submitted to the Dean of Students. The student must sign the request; describe the specific record to be reviewed; and must set forth the name under which the student attended the University, the student's ID number, and the student's last date of attendance.

Proper picture identification must be presented before the documents may be reviewed. The custodian of record, or the custodian's designee, may waive the requirement for a written request. For example, the custodian of record for the student account may waive the requirement for a written request when the student requests a copy of the current bill.

The custodian of record, or an appropriate designee, will make the needed arrangements for access as promptly as possible and advise the student when and where the records will be available for inspection. Access will be given within 45 working days or less after receipt of the written request.



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Some student records may be destroyed (per the CSU records retention policy) and therefore, the file may not exist for the student to inspect.

3. **Right of University to Refuse Access**

The University reserves the right to refuse permission to the inspection and review of:

- a) Financial statements of the student's parents;
- b) Confidential letters and confidential statements of recommendation placed in the education record before January 1, 1975, if the student has waived their right to inspect and review those letters and statements, and the letters and statements relate to the student's admission to an educational institution, application for employment, or
- c) Receipt of an honor or honorary recognition; or
- d) Confidential letters and confidential statements placed in the education record after January 1, 1975, for which the student has waived the right of access in writing for admission, employment, or receipt of an honor or honorary recognition, except when these documents have been used for any purpose other than that for which they were originally intended; and
- e) Documents excluded from the FERPA definition of education records.

4. **Refusal to Provide Copies**

The University reserves the right not to provide copies of transcripts it has received from other education institutions. It also reserves the right to deny copies of the University transcripts if the student has an unpaid financial obligation to the University.

5. **Request for Copies**

If health reasons or extreme distance from the University prevents the student from inspecting the education record, then copies of the specific education record requested will be mailed to the student. The student must pay all copying expenses in advance of the release of the record. The requirement of a written request will not be waived in these circumstances.

6. **Disclosure of Education Records to University Officials**

The University will disclose information from a student's education record to University Officials who have a legitimate educational interest in the record.

The Custodian of Record shall determine whether a legitimate educational interest exists, whether the University Official has a legal right to know, on a case-by-case basis. When the custodian has any question regarding the request, they should withhold disclosure unless the custodian obtains written consent from the student or the concurrence of a supervisor or other appropriate official that the record may be released.

7. **Disclosure to Others**

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CSUCI may disclose information from a student's education records to others than University officials only with written consent of the student, *except*:

- a) To officials of another school where the student seeks or intends to enroll;
- b) To certain authorized government representatives;
- c) In connection with the student's financial aid request or award and the information is necessary for certain purposes set forth in the regulations;
- d) To organizations conducting studies for or on behalf of the University;
- e) To accrediting organizations to carry out their accrediting function;
- f) To comply with a judicial order or lawfully issued subpoena and the University has made reasonable effort to notify the student of the order or subpoena in advance of compliance;
- g) To appropriate parties in a health or safety emergency;
- h) To victims of crimes of violence or of a non-forcible sex offense who requests the final results of a disciplinary review process held by the institution against the perpetrator on account of the crime or offense.
- i) In connection with the University's obligation to respond to a request from military recruiters made under the Solomon Amendment. (Solomon Amendment [63 Fed. Reg. 56819] and the Interim Rule [65 Fed. Reg. 2056]).

8. Records of Requests for Disclosure to Individuals other than the Student or University Official

A record will be maintained of all requests for access to and disclosures of information from the education records of each student except as stated below. The record will indicate the date and type of records released, the name of the party making the request, any additional Party to whom it may be disclosed and the party's legitimate interest in requesting or obtaining the information. The record may be reviewed by the student. A record of disclosures does not need to be kept if those disclosures were made to the student, a University official with legitimate educational interests, a party with written consent from the student, or a party seeking directory information.

9. Directory Information

The University designates the following items as directory information:

- a) Student's name
- b) University assigned e-mail address
- c) Major field of study
- d) Dates of attendance
- e) Enrollment Status (class level)
- f) Full-time or part-time status
- g) Degrees, awards, and honors received



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- h) Dates degrees conferred
- i) Participation in officially recognized activities and sports
- j) Weight and height of members of athletic teams

For Student Employees:

- a) Department where employed
- b) Employee status (i.e., Graduate Assistant, Instructional Student Assistant, Teaching Associate)

Directory information may be released without prior written approval unless notified in writing by the student that all information is to be held in confidence by the University. Requests to withhold directory information should be sent in writing to the Registrar's Office. The student's records will be kept confidential until the student requests in writing that the confidentiality hold be removed.

10. Challenge and Correction of Education Records

Students have the right to ask to have education records corrected that they believe are inaccurate, misleading, or in violation of the privacy or other rights of the student. The following are the procedures for correcting the records.

The student must request an informal discussion of the questionable item with the custodian of record, who will determine whether to comply.

- a) If the student is not satisfied with the result and still wishes to have the record corrected, the student must submit a written request for a change in the education record. This written request must state why the education record is inaccurate, misleading or violates the privacy or other rights of the student. This request must be submitted to the University Registrar. The University Registrar will then forward the request to the appropriate custodian of record and respective Cabinet member (or designated Administrator) for review and decision.
- b) The Custodian of Record will notify the student of the decision and provide a copy to the University Registrar. The decision will include either compliance with the requested change, or a denial and opportunity to hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's rights.
- c) The student must provide a written request for a hearing to the Provost. A hearing shall be arranged within thirty (30) working days after receipt of the request. The student shall be notified at least fifteen (15) working days in advance of the date, time and place of the hearing. The right to hearing does not include any right to challenge the appropriateness of a grade determined by an instructor. The Registrar's Office can apprise students of the appropriate process for challenging a



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- grade.
- d) The President (or designee) shall appoint a hearing officer to conduct a hearing. The hearing officer shall be a disinterested party; however, the hearing officer may be a University agent. The student will be afforded a full and fair opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. In accordance with University policy, attorneys will not be permitted to attend the hearing.
 - e) The hearing officer will submit a written decision to the student and a copy to the Provost based on the evidence presented at the hearing. The decision must be made in writing to the student within fifteen (15) working days after the hearing.
 - f) If the University's decision is that the challenged information is inaccurate, misleading, or otherwise in violation of the privacy or other rights of the student, the record will be amended accordingly, and the student will be notified in writing by the Custodian of Record when the amendment is complete.
 - g) If the University's decision is that the challenged information is not inaccurate, misleading, or in violation of the student's right of privacy, the hearing officer will inform the student of the right to place a statement in the record commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the decision. This statement will be maintained as part of the education record as long as that record is maintained, and the statement will be disclosed whenever the University discloses the portion of the record to which the statement relates. The hearing officer's decision is final.

11. Compliance with FERPA

Student has 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 name and address for the office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education 400 Maryland Ave.
SW Washington, DC 20202-4605

12. Periodic Review of Campus Information Management Practices

Per [CSU Policy](#), a periodic review of campus information management practices concerning student records will be conducted at least every two years or more often as the need arises. The University Registrar is responsible for the Biennial review and maintenance of policy to ensure alignment.

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The campus Compliance Officer will have the responsibility for ensuring that the periodic review is conducted and that appropriate reports resulting from these reviews be submitted to the President to be forwarded to the Chancellor's Office.

Any recommended changes to the policy and/or its procedures will be the responsibility of the Compliance Officer to complete in consultation with designated records custodians.

IV. LINKS TO EXHIBIT(S):

n/a

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