

**3.9.2** The institution protects the security, confidentiality, and integrity of student records and maintains special security measures to protect and back up data. **(Student records)**

**Compliance Status:** Compliance

The College of Coastal Georgia protects the security, confidentiality, and integrity of its student records. All records are maintained in compliance with the Family Educational Rights and Privacy Act (FERPA), as summarized in the Student Records sections of the [2010-2011 College of Coastal Georgia Catalog](#) and [2010-2011 College of Coastal Georgia Student Handbook](#), as well as the College of Coastal Georgia [Data Standards Manual](#).

Under the [Family Educational Rights and Privacy Act of 1974](#), the following is designated as directory information and may be made public unless the student desires to withhold all or any portion of it: student's name, local address, home address, telephone listing, date and place of birth, program of study, participation in officially recognized activities and sports, dates of college attendance, degrees and awards received.

The College complies with FERPA, which provides that all students and former students have the right to inspect their educational records, including records, files, documents, and other materials that contain information directly related to students and are maintained by an educational agency or institution or by a person acting for such agency or institution. Signed authorization is required from students before releasing any information, including transcripts and copies of immunization records. Responsibility for protection of the privacy of student education records rests primarily with the Registrar. Any student wishing to withhold any or all of this information may submit a formal request to the Registrar's Office and an appropriate annotation is made to the student's electronic file. All authorized users of the student system are visually notified of the confidentiality request prior to viewing or making transaction to the student's account.

All student academic files are maintained and stored securely. The Registrar's Office stores student information, including applications, high school transcripts, immunization records and placement test scores and any other documents pertaining to a student's academic status in accordance with Series K of the [USG's Records Retention Schedule](#) and the [USG Records Retention Manual](#). Current documents are stored electronically.

Physical transcripts (created prior to 1997) are stored in hard copy and microfilm in a vault located on the Brunswick campus. Beginning in year 2006, all student information was electronically stored. Every user of the College's administrative computer system has a unique login and password. All employees who have access to the system are restricted by security profiles to only the data needed for their specific job responsibilities.

All College databases are backed up daily. Backups are kept in secure locations on and off campus. Access to the records room is limited to professional staff in Admissions or Registrar's Office and is locked or attended at all times. All student assistants are required to sign a [confidentiality agreement](#) that thoroughly explains the requirements of the FERPA prior to working in any office that maintains student documents. Depending on the work project, access to student records is granted on a limited basis.

Records that are not stored electronically include Special Populations documents, disciplinary files and program-specific student files. Special Populations records are kept in hard copy form in key-access filing cabinets in the Counseling Department and are shredded after five years of non-activity. Disciplinary records are kept in a key-access filing cabinet in the Vice President for Student Affairs' office. Keys are distributed only to authorized employees. Access to these records is restricted only to those department employees who need the information to perform their job duties.

Records for student athletes are contained in the Athletic Director's Office. All student-athlete policies, to include document use and storage, are in process of being created by the newly-appointed Compliance Officer.

In accordance with the USG, the College has policies in place to ensure the integrity of its computer systems. Back-up tapes of all data at both the Brunswick and Kingsland campuses are run each day and kept in a fireproof safe on campus. Once a week, the back-up tapes are delivered by courier to the alternate location so that all back-up data is stored at two locations approximately forty-five miles apart. Employees must agree to abide by the [Information Technology Policy](#) found on the College's website before gaining access to the system. In addition, each employee is assigned a unique login and password. The College maintains a [Disaster Recovery Plan](#) that serves to mitigate the effects of catastrophic events on data assets.

**Supporting Documentation**

[2010-2011 College of Coastal Georgia Catalog, Student Records](#)

[2010-2011 College of Coastal Georgia Student Handbook](#)

[College of Coastal Georgia Data Standards Manual](#)

[Family Educational Rights and Privacy Act of 1974 \(FERPA\)](#)

[USG Records Retention Schedule](#)

[USG Records Retention Manual](#)

[College of Coastal Georgia Confidentiality Agreement](#)

[College of Coastal Georgia Information Technology Policy](#)

[College of Coastal Georgia Disaster Recovery Plan](#)