

# DRC CONFIDENTIAL STUDENT FILES ACCESS GUIDELINES

Students registered with the Disability Resource Center have access to their personal confidential file. The following guidelines apply to student file access:

1. All requests must be in writing. Written requests will be honored but we prefer that students use the "Release of Information" form. To review their DRC file contents, students must display photo identification and student ID (if a current student). This is true for all requests including email, print mail, fax and walk-in requests.
2. A DRC staff person must be with the student at all times while the student is reviewing the actual file. The DRC will make arrangements for access and notify the student of the time and place where the records may be inspected.
3. Generally, DRC attempts to provide students with their file as soon as possible. FERPA regulations require a response within 15 days. DRC policy is to set up a time when a staff person is available to oversee the student's file review. If a staff member is available at the time of the request, we may provide the file at that time. If not, we will arrange a mutually agreeable time, preferably within three (3) working days.
4. Students may add documents, notes or other appropriate materials to their files; however, at no time may they remove any part of the file.
5. Students may ask the DRC to amend a record that they believe is inaccurate or misleading. They should clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. The DRC will decide within 45 days after the request has been received whether to amend a challenged record. Students will be notified of the decision in writing.
6. DRC will make one copy of documents in the file (up to 25 pages) at no charge and attempt to provide the student with these pages within three (3) working days after receiving the written request.
7. Students requesting more than 25 pages will be charged \$0.25 cents per page (in excess of 25 pages). Within seven (7) working days after receiving the written request DRC will attempt to provide the copies. Charges exceeding \$5.00 are to be prepaid.
8. Students requesting release of confidential information from the file to a third party need to submit a DRC "Release of Information" form. Written requests will be honored but we prefer that students use the DRC "Release of Information" form.
9. For more information on access to academic records, please see:  
[http://www.ess.calpoly.edu/records/stu\\_info/ferpa\\_policy.htm](http://www.ess.calpoly.edu/records/stu_info/ferpa_policy.htm)
10. When a student has graduated, or has been dismissed or discontinued, the student file is archived and retained for 5 years and 6 months. After 5 years and 6 months, the student file is shredded.
11. Students have the right to file a complaint with the US Department of Education concerning alleged failures by Cal Poly or the DRC to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office  
US Department of Education  
600 Independence Avenue, SW  
Washington, DC 20202-4605