



**ALBANY MEDICAL COLLEGE**  
ALBANY MED Health System

*Student Records Policy*

Office: Student Records

Effective Date: prior to 1/1/2018

Revised: 4/2026

Reviewed: 4/2026 by UME Council and 4/14/2026 by Graduate Studies Executive Committee

Approved: Academic Governing Council 4/27/2026

Pages: 8

Title/Subject	<b>STUDENT RECORDS POLICY</b>
Description/Purpose	<p>To provide clear guidelines and standards to students in all programs (MD, graduate studies, Nurse Anesthesiology, Physician Assistant Studies), faculty and staff regarding students’ records including where records are kept and maintained, what kinds of information are in those records, conditions under which students or others may have access to information in those records, and what actions students can take if they believe information in the record is inaccurate or that the student’s rights have been compromised.</p> <p>This policy is written in accordance with 34 CFR Part 99—Family Educational Rights and Privacy of the US Department of Education.</p>
Definitions:	<p><b>Student</b> – The word “student” applies to all individuals attending the institution and includes those enrolled in continuing education, individuals auditing courses, and people participating in distance learning educational experiences.</p> <p><b>In attendance</b> – Albany Medical College defines “in attendance” as “students who are enrolled to take classes as of the first day of classes for a given term.” Prospective students or applicants are not considered “in attendance” at the time they apply or even if they pre-register for classes.</p> <p><b>School official</b> – A “school official” is any person employed by the college in an administrative, supervisory, academic, research or support staff position, a person elected to the Board of Trustees, a student serving on an official college committee, or a person employed by or under contract to the college to perform a specific task.</p> <p><b>Legitimate educational interest</b> – A school official is considered to have a “legitimate educational interest” whenever he or she is performing a task that is specified in his or her position, description, or by a contract agreement; performing a task related to a student's education; performing a task related to the discipline of a student; providing a service or benefit relating to the student or student's family (such as health care, counseling, job placement,</p>

	<p>food services, or financial aid); or disclosing of information in response to a judicial order or legally issued subpoena.</p> <p><b>Educational record</b> –“Educational records” are defined as records, files, documents, and other materials in handwriting, print, tape, film, electronic, or other media that contain information that are directly related to a student and are maintained by Albany Medical College, or by a party acting for the college.</p> <p><b>Directory information</b> – a subset of educational records defined by FERPA as “...information contained in an educational record of a student which would not generally be considered harmful or an invasion of privacy if disclosed” (1988 final regulations).</p> <p><b><u>Educational records do not include:</u></b></p> <ul style="list-style-type: none"> <li>• Personal possession records - i.e., records/notes in sole possession of the maker, used only as a personal memory aid and not revealed or accessible to any other person except a temporary substitute for the maker of the record (Personal possession records might include notes an instructor makes while providing career/professional guidance to a student)</li> <li>• Medical treatment records - includes but are not limited to records maintained by physicians, psychiatrists, psychologists and social workers</li> <li>• Employment records – records other than student worker records i.e. a record of an individual whose employment is not contingent on the fact that he or she is a student, provided the record is used only in relation to the student’s employment</li> <li>• Law enforcement records - created and maintained by Albany Medical’s Campus Security Office for safety and policy enforcement considerations. Such records are not given to other officials of Albany Medical College but may be given to other public safety agencies for law enforcement purposes</li> <li>• Alumni records - post-attendance records, i.e., information about a person that was obtained when the person was no longer a student and do not relate to the person as a student. This would include annual giving reports and private donations</li> <li>• Parent’s financial records – Students do not have the right to inspect financial information submitted by or about their parents unless this information is part of a student aid application form, which the student has signed</li> <li>• Records containing information about more than one student (however, the institution must permit access to that part of the records which pertains only to the inquiring student)</li> <li>• Confidential letters and statements of recommendation used for purposes of Admission to any school or program of instruction at the college</li> </ul>
--	--

Policy	<p>In carrying out their assigned responsibilities, the Office of Student Records at Albany Medical College (AMC) collects and maintains information about students. Although these records belong to AMC, both AMC policy and federal law afford students a number of rights concerning these records. The following is designed to inform students concerning where records about students may be kept and maintained, what kinds of information are in those records, the conditions under which students or anyone else may have access to information in those records, and what action to take if students believe that the information in students' records is inaccurate or that students' rights have been compromised.</p>												
Policy/Procedure	<p><b><u>Types of Records and Where They Are Located</u></b></p> <p>The Office of Student Records is located in R-109 and has information concerning student academic progress: admissions application, test scores, letters of recommendation, copy of academic record, notes (if any) made by academic counselors, information about honors awarded and/or academic discipline imposed, and similar items.</p> <p>Other records may be found as shown below:</p> <table border="1" data-bbox="423 814 1352 972"> <thead> <tr> <th><u>TYPE</u></th> <th><u>LOCATION</u></th> <th><u>CONTACT</u></th> </tr> </thead> <tbody> <tr> <td>Financial</td> <td>Business Office</td> <td>Supervisor, Accounts Receivable</td> </tr> <tr> <td>Financial Aid</td> <td>Financial Aid Office</td> <td>Director of Financial Aid</td> </tr> <tr> <td>Disciplinary</td> <td>Dean's Office</td> <td>Dean</td> </tr> </tbody> </table> <p><b><u>Student Rights</u></b></p> <p>Once students matriculate, they have the following rights concerning their student records under the Family Education Rights and Privacy Act (FERPA) of 1974:</p> <p><b><u>The Right to Inspect and Review Educational Records:</u></b></p> <p><b><u>Who Has Access to Records?</u></b></p> <ul style="list-style-type: none"> <li>• Each student has a right of access to his or her educational records.</li> <li>• It is AMC's Student Records policy that only the Senior Associate Dean for Academic Administration, the Associate Dean for Medical Education, the Associate Dean for Graduate Studies, the Chair of the Promotions Committee of the Undergraduate Medical School, Advising Deans, and Associate and Assistant Deans who have a legitimate educational interest have the right to access a student's records. Other faculty may make a request in writing to the Senior Associate Dean of Academic Affairs to demonstrate a legitimate educational interest to see records other than course related data.</li> <li>• It is AMC's Student Records policy that all teaching faculty, Promotions Committee members, Assistant and Associate Deans, the staff of the offices of Academic and Student Services, Financial Aid, Admissions, plus all administrative support personnel successfully complete FERPA compliance training every five years. The Registrar tracks compliance, and those who do not comply will be subjected to disciplinary action.</li> </ul>	<u>TYPE</u>	<u>LOCATION</u>	<u>CONTACT</u>	Financial	Business Office	Supervisor, Accounts Receivable	Financial Aid	Financial Aid Office	Director of Financial Aid	Disciplinary	Dean's Office	Dean
<u>TYPE</u>	<u>LOCATION</u>	<u>CONTACT</u>											
Financial	Business Office	Supervisor, Accounts Receivable											
Financial Aid	Financial Aid Office	Director of Financial Aid											
Disciplinary	Dean's Office	Dean											

- By law, the parents of students who are or have been in attendance at a school, agency or institution have the right to inspect and review the educational records of their children. For AMC's purposes, whenever a student has attained eighteen years of age, or is attending an institution of post-secondary education, the permission or consent required of and the rights accorded to the parents of the student shall thereafter only be required of and accorded to the student.

***Procedure for Gaining Access***

In order to implement access, a student must make a formal, written request to the proper office designated above who will then arrange a mutually convenient time for the review. By law, a meeting will be scheduled within 45 days of the office receiving a request for access.

***What Records May be Reviewed?***

Educational records are defined as those records, files, documents and other materials which (1) contain information directly related to a student and (2) are maintained by an educational agency or institution or by a person acting for such an agency or institution.

***NOTE:*** Federal law requires that an institution make copies of materials available to a student only if the failure to do so effectively prevents the student from reviewing his or her file (for example, if you were at some distance from Albany and could not readily come to the campus). In certain instances, you may be directed to obtain copies from the office responsible for maintaining a particular record. For example, most offices will not copy transcripts that are in their files; rather, you will be advised to obtain them directly from your former school.

**The Right to Seek to Amend Educational Records:**

***Amending Educational Records***

- An eligible student who believes that information contained in the educational records of the student is inaccurate or misleading or violates the privacy or other rights of the student may request in writing that the educational agency or institution which maintains the records amend them.
- The educational agency or institution shall decide whether to amend the educational records of the student in accordance with the request within a reasonable period of time of receipt of the request.
- If the educational agency or institution decides to refuse to amend the educational records of the student in accordance with the request, it shall so inform the student of the refusal and advise the eligible student of the right to a ***hearing***.

***Hearings***

An educational agency or institution shall, on request, provide an opportunity for a hearing in order to challenge the content of a student's educational

records to ensure that information in the educational records of the student is not inaccurate, misleading or otherwise in violation of the privacy or other rights of students.

*Note: Students requesting a change in a grade or other assessment (i.e., content of letter of recommendation or other application materials) must follow the policies and procedures for grade appeal/grievance as noted in their educational program's handbook/rules of classroom activity.*

Hearings must be requested in writing by the student to the Registrar. A hearing will be scheduled within 10 business days by the Student Appeals Committee. The student will be notified in writing of the date, time, and place of the hearing. The student will have a full and fair opportunity to present evidence relevant to the issues. The student may, at their own expense, be assisted or represented by one or more individuals of his or her own choice, including an attorney. The Committee shall make its decision in writing within five business days after the hearing. The decision must be based solely on the evidence presented at the hearing, and must include a summary of the evidence and the reasons for the decision.

- If, as a result of the hearing, the educational agency or institution decides that the information is inaccurate, misleading or otherwise in violation of the privacy or other rights of students, it shall amend the educational records of the student accordingly and so inform the student in writing.
- If, as a result of the hearing, the educational agency or institution decides that the information is not inaccurate, misleading or otherwise in violation of the privacy or other rights of students, it shall inform the student of the right to place in the educational records of the student a statement commenting upon the information in the educational records and/or setting forth any reasons for disagreeing with the decision of the agency or institution.
  - If an educational agency or institution places a statement in the education records of a student, as noted above, the agency or institution shall:
    - (1) Maintain the statement with the contested part of the record for as long as the record is maintained; and
    - (2) Disclose the statement whenever it discloses the portion of the record to which the statement relates.

**The Right to Consent to Disclosure of Educational Records:**

The student has the right to consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that the law authorizes disclosure without consent.

***Exceptions***

One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); an emeritus professor of the college; a person or company

with whom the College has contracted (such as the National Student Loan Clearinghouse, I-trax, Inc., an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an educational record in order to fulfill his or her professional responsibility.

Other exceptions include:

- Officials of other schools where the student seeks to enroll
- Certain state and federal authorities
- Financial Aid personnel in conjunction with an application for federal assistance.
- Persons presenting an official judicial order or subpoena
- Appropriate individuals in connection with an emergency if knowledge is necessary to protect the health or safety of the student or others.
- An outside contractor who is a party acting for the institution and is performing a service that the institution would otherwise have to.
- Individuals requesting information for deceased students.

#### **Directory Information**

While it is the policy of Albany Medical College to limit disclosure of personally identifiable information from educational records without students' prior consent, AMC may disclose any of the items identified below as Directory Information. Within one week of registering, a student has the right to notify the Registrar in writing requesting to not share this information. However, you should carefully consider the consequences of that action before making the decision to do so. Information is not withheld selectively. If you choose to have directory information withheld, it is withheld from everybody who inquires.

- Student Name
- Identification Badge Photo
- Dates of Attendance
- Degree(s) Conferred/Anticipated
- Program of Study
- Enrollment Status (full time/part time)
- Graduation Date (actual/anticipated)
- Home City and State
- Address (local/permanent)\*
- Phone Number (local/permanent)\*
- AMC E-mail Address\*
- Birthday\*

*\* The Office of Student Records will only disclose these records on a discretionary basis.*

#### **Diploma Policy**

As part of the Registration Process each year, students will be asked to submit their “Diploma Name” which is the name they wish to have printed on their diploma.

***While Still a Student at AMC:***

A student has the right to change this “Diploma Name” under the following circumstances without legal documentation:

- First name changes from full name to nickname (for example “Michael” to “Mike”, or a first initial)
- Middle name changes from full name to first initial or excluded from the diploma.
- Last name changes will require legal documentation (marriage license, divorce decree, or any other legal documentation).

***After graduating from AMC:***

ALL name changes pertaining to first and last name will require legal documentation (marriage license, divorce decree, or any other legal documentation). All diploma re-orders require a payment of \$50, and may be placed via the following link: <https://www.amc.edu/community/request-transcript>.

Albany Medical College reserves the right to use discretion with regard to name changes that are unprofessional, offensive, or inappropriate.

**Parental Contact Policy**

Because of FERPA, Albany Medical College strives to protect each and every student’s personal information. As such, it is our policy to not answer direct questions from a parent or guardian with regard to a student’s information. This includes, but is not limited to: Grades, Student Status, Academic Standing, Course Schedule, Location of Student. Questions regarding student account information or financial aid information may be released only after the student submits a signed waiver that must be submitted to the Office of Student Records for authorization. Once authorized, the request remains in effect until a written cancellation request is submitted to the Office of Student Records.

**The Right to Obtain a Copy of AMC's Student Records Policy:**

The Office of Student Records can provide students with a copy of Student Records policies. This information can also be found on the AMC Intranet, AMC public webpage and in the Student Handbook.

**The Right to File a Complaint:**

If you feel that there has been a violation of the rights afforded you under the Family Educational Rights and Privacy Act of 1974, you have the right to file a complaint. The complaint must be submitted in writing within 180 days of the alleged violation to:

**U. S. Department of Education  
The Family Policy Compliance Office  
600 Independent Avenue SW  
Washington, DC 20202-4605  
Phone: 202.260.3887**

Questions about Albany Medical College's "Policies on Student Rights and Student Records" or about the Family Educational Rights and Privacy Act of 1974 should be directed to:

**Krista Reynolds-Stump  
Director of Student Records & Registrar  
Albany Medical College  
47 New Scotland Avenue, Mail Code 3  
Albany, NY 12208-3479**