



## Family Educational Rights and Privacy Act (FERPA) Policy Student Education Records Guidelines

The Family Educational Rights and Privacy Act of 1974 (commonly referred to as the “Buckley Amendment” or “FERPA”) is designed to protect the confidentiality of the records that educational institutions maintain on their students and to give students access to their records to assure the accuracy of their contents. FERPA affords you certain rights with respect to your education records. They are as follows:

### ACCESS TO RECORDS

#### Procedure to Inspect Education Records

Students may inspect and review their education records. In many cases, students may review their records on request to the appropriate custodian. However, at the discretion of the custodian, students may be required to make an appointment to do so, or to submit a written request to review records. Access must be given within 45 days from the receipt of the request. Records may be reviewed only in the office of the custodian, or in a place designated by the custodian.

When a record contains information about more than one student, the student may inspect and review only the records that relate to him/her.

#### Records Not Available for Student Review

CIM reserves the right to refuse to permit a student to inspect the following records:

- The financial statement of the student’s parents.
- Letters and statements of recommendation for which the student has waived his or her rights of access, or which were placed in the file before January 1, 1975.
- Records connected with an application to attend CIM if that application was denied, or the offer of admission was declined.
- Those records that are excluded from the FERPA definition of education records.

#### Right of CIM to Refuse to Provide Copies of Education Records

CIM reserves the right to deny transcripts or copies of records not required to be made available by the FERPA amendment in either of the following situations:

- The student has an unpaid financial obligation to CIM.
- There is an unresolved disciplinary action against the student.

### DEFINITIONS

For this policy, CIM uses the following definitions of terms:

**Student:** any person who attends, has attended, or has confirmed intent to enroll in the college division of CIM.



**Education records:** any record (in handwriting, printing, tapes, film, or other document) maintained by CIM or an agent of CIM that is directly related to a student, except:

- 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.
- An employment 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 individual's employment.
- Records maintained by any physician or other health care provider who is contracted by CIM to provide health care, if the records are used only for treatment of a student and made available only to those persons providing the treatment.
- Alumni records that contain non-directory information about a student after they are no longer in attendance at CIM, and the records do not relate to the person as a student.

**Legitimate educational interest:** A school official has a legitimate educational interest when the official needs to review an education record in order to fulfill his or her responsibility on behalf of CIM, such as when the official is performing a task that is specific in his or her job description or by a contract agreement or other official appointment; performing a task related to a student's education; performing a task related to the discipline of a student; or providing a service or benefit relating to the student or student's family, such as health care, counseling, job placement, or financial aid.

**School official:** a person employed by CIM in an administrative, supervisory, academic, research, or support staff position, including CIM security and student Health staff; individuals or entities with whom CIM has contracted (e.g., an attorney or auditor), the Ohio Department of Higher Education, individuals serving on the Board of Trustees; and students conducting CIM business (e.g., serving on official committees, working for CIM, or assisting another school official in performing his or her tasks).

## RECORDS CUSTODIANS

The following is a list of the types of records that CIM maintains and their custodians:

Type of Record	Custodian
Admissions & Academic Records	Registrar
Disciplinary Records	Dean of Students and/or Residence Life Office
Financial Records	Business Office
Financial Aid Records	Financial Aid Office
Misc. Records (other records not listed above)	Registrar will either collect the records for student or direct the student to the appropriate custodian



### EDUCATIONAL RECORDS FEES

CIM transcripts are ordered through Parchment, a secure website specializing in transcript exchange. Please follow the link below to setup your user account with Parchment and to order your transcripts. If you have questions, please email [registrarweb@cim.edu](mailto:registrarweb@cim.edu).

#### [Request a transcript / Cost for Transcripts:](#)

eTranscript (emailed): \$6.00

Paper Transcript (mailed):

Base Price - Standard (USPS): \$8.00

USPS - International: \$11.00

FedEx Overnight Domestic: \$33.00

FedEx Express® international services: \$48.00

Paper Transcript (pickup from Registrar's office): \$10.00

It is the policy of CIM to include all academic information from all programs/degrees on all transcripts. Transcripts are processed on Friday, but during peak periods, such as application deadlines or after graduation, will be processed daily. Express Service will only speed up the delivery of your transcript, not the processing time. For an unofficial transcript, please access your Self-Service Account and print your Unofficial Transcript.

### AMENDMENT OF RECORDS

Students have the right to ask to have records amended that they believe are inaccurate, misleading, or in violation of their privacy rights. The following are the procedures for the amendment of records:

- A student must ask the appropriate record custodian to amend a record. The request must be in writing. In making the request, the student should identify the part of the record they want changed and specify why they believe it is inaccurate, misleading or in violation of his or her privacy or other rights. In the case of a change of name, the custodian may require a copy of the court document allowing the name change.
- CIM may comply with the request or it may decide not to comply. If it decides not to comply, CIM will notify the student of the decision and advise him/her of the right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's rights.
- Upon request, CIM will arrange for a hearing, and notify the student, reasonably in advance, of the date, place, and time of the hearing.
- A hearing officer who is a disinterested party will conduct the hearing; however, the hearing officer may be an official of CIM. The student shall 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. One or more individuals may assist the student, including an attorney.



- CIM will prepare a written decision based solely on the evidence presented at the hearing. The decision will include a summary of the evidence presented and the reasons for the decision.
- If CIM decides that the challenged information is not inaccurate, misleading, or in violation of the student's right of privacy, it will notify the student that he/she has a right to place in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the decision.
- Should the student decide to include such a statement with his/her education record, it will be maintained as part of the student's education records.
- If CIM decides that the information is inaccurate, misleading, or in violation of the student's right of privacy, it will amend the record and notify the student, in writing, that the record has been amended.

#### **DESTRUCTION OF RECORDS**

Nothing in this policy requires the continued maintenance of any student record for any particular length of time. However, if under the terms of this policy you have requested access to your education record, the record will not be destroyed before the custodian has granted you access.

#### **DISCLOSURE OF RECORDS**

CIM will disclose information from a student's education records only with the written consent of the student, except:

- To school's officials who have a legitimate educational interest in the records.

##### **A school official is:**

- A person employed by CIM in an administrative, faculty, supervisory, academic or support staff position.
- A person elected to the Board of Trustees, Board of Overseers or Board of Visitors.
- A person employed by or under contract to CIM to perform a special task, such as an attorney, auditor, or consultant.

##### **A school official has a legitimate educational interest if the official is:**

- Performing a task that is specified in his or her position description or by contract agreement.
- Performing a task related to a student's education.
- Writing a recommendation for the student.
- 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 or financial aid.
- To officials of another school upon request, in which a student seeks or intends to enroll.
- To certain officials of the U.S. Department of Education, the Comptroller General and state and local education authorities in connection with certain state or federally supported education programs.



- In connection with a student's request for or receipt of any type of financial aid, as necessary to determine the eligibility, amount, or conditions of the financial aid, or to enforce the terms and conditions of the aid.
- If required by a state law requiring disclosure that was adopted before November 19, 1974.
- To organizations conducting certain studies for or on behalf of CIM.
- To accrediting organizations to carry out their functions.
- To the parent or parents of a student who claim the student as a dependent for income tax purposes. The record custodian may require a copy of that portion of a parent's income tax return that shows the student to be a dependent.
- To comply with a judicial order or a lawfully issued subpoena.
- To appropriate parties in a health or safety emergency.
- State and local authorities, within a juvenile justice system, pursuant to specific State law.
- To the alleged victim of a crime of violence, disciplinary records maintained by CIM concerning the alleged crime.

#### **RECORDS OF DISCLOSURES**

CIM maintains records of all requests for and/or disclosure of information from a student's education records that are outside the scope of a FERPA consent release. The record indicates the name of the party making the request, any additional party to whom it may be re-disclosed, and the legitimate interest the party had in requesting or obtaining the information. The student may review the record. No record of disclosure will be kept of requests for "Directory Information" or of requests by any school official who has a legitimate educational interest in the records.

#### **DIRECTORY INFORMATION**

CIM designates the following items as Directory Information. CIM may disclose any of these items without the student's prior written consent, unless notified in writing to the contrary, annually, as may be requested on the FERPA Consent Release Form.

##### **List of Directory Information**

- Student's name
- Local and home address
- Local and home telephone number
- Email address
- Major field of study
- Enrollment status and credit hour load (e.g., undergraduate or graduate, full-time or part-time)
- Classification
- Dates of attendance
- Participation in officially recognized student clubs
- Degrees, honors, and awards received



## COMPLIANCE

You may contact Cleveland Institute of Music at:

CIM Registrar  
11021 East Blvd., Room N106  
Cleveland, OH 44106  
Ph. 216-795-3203  
[registrarweb@cim.edu](mailto:registrarweb@cim.edu)

Under FERPA, you have the right to submit a complaint about the Cleveland Institute of Music's compliance with FERPA to:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 20202-4605  
[ferpa@ed.gov](mailto:ferpa@ed.gov)

The complete regulations and full definitions of terminology are available on the U.S. Department of Education's website [here](#) and [here](#).

*Note: As of January 3, 2012, the U.S. Department of Education's FERPA regulations expand the circumstances under which your education records and personally identifiable information (PII) contained in such records — including your Social Security Number, grades, or other private information — may be accessed without your consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities ("Federal and State Authorities") may allow access to your records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to your education records and PII without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without your consent PII from your education records, and they may track your participation in education and other programs by linking such PII to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.*

**Compliance:** the right to contact the Family Policy Compliance Office with a complaint concerning the Cleveland Institute of Music's compliance with the requirements of the Buckley Amendment. For more information, contact the CIM Registrar at [registrarweb@cim.edu](mailto:registrarweb@cim.edu).



## FERPA CONSENT RELEASE FORM

Should you wish to give CIM permission to disclose student-specific information to individuals not automatically eligible per the above policy, submit the online form via the following instructions.

### Student Instructions for submitting FERPA consent, as applicable:

- **Students with login credentials for cim.edu email and Populi access:**

CIM will be using an online form to collect your FERPA release information. To fill out your release form, go [here](#) and log in with your CIM Single Sign-On information. The first time you fill out the online form, it will be blank. For each subsequent time you access the form, it will auto-fill with your most recent submission. If you are making corrections after the initial form, be sure to read the newly filled form carefully. If you wish to share different types of information with different people, a separate form is required to designate what information may be shared per person. Each time you submit the form, you will receive an automatic email confirming the form was received.

The designated individual(s) on your FERPA release must be able to provide your CIM-issued EMPL ID when contacting CIM for your educational record information. You must provide this EMPL ID to anyone listed above **before** they contact CIM. CIM will ask them for this code before releasing information to authenticate their identity. Your EMPL ID is found within the online FERPA release form. Direct questions about your EMPL ID to [registrarweb@cim.edu](mailto:registrarweb@cim.edu). New students who do not yet have an EMPL ID, generally issued in June, may provide their application ID until receiving their EMPL ID.

Your FERPA release may be revoked at any time with written notification to the Registrar's Office ([registrarweb@cim.edu](mailto:registrarweb@cim.edu)).

- **Newly confirmed students who do not yet have cim.edu email or access to Populi will be provided a temporary FERPA link upon enrollment confirmation.** These students will need to re-submit new consent, if applicable, after July 1 via the link and process above.

If paper is preferred, submit the form below to the CIM Registrar at [registrarweb@cim.edu](mailto:registrarweb@cim.edu).

## STUDENT REQUEST TO OPT OUT OF DIRECTORY INFORMATION RELEASE

Should you wish to opt out of disclosure of any or all your information from the **List of Directory Information** above, submit the second form found below to the CIM Registrar, at [registrarweb@cim.edu](mailto:registrarweb@cim.edu). A new Opt Out form is required annually, as applicable.



## Consent to Disclose Education Records FERPA Consent Release

The Family Educational rights and Privacy Act of 1974 (FERPA) was designed to protect the privacy of a student’s education records and to afford students certain rights pertaining to their education records. The Cleveland Institute of Music complies with FERPA and explains its procedures in the **Family Educational Rights and Privacy Act (FERPA) Policy**. In accordance with FERPA and its policy, the Cleveland Institute of Music will disclose information from education records with the student’s written consent.

**If you wish to share different types of information with different people, a separate form is required to designate what information may be shared per person.**

**Information to be released (check all that apply):**

- Grades / GPA / Schedule / Class Attendance / Enrollment Certification (Registrar’s Office)
  - Billing Statements / Payment Plans / Past Due amounts / Collections / 1098-T (Business Office)
  - Financial Aid / Aid Disbursement / Eligibility (Consent may not be given for FAFSA data) (Financial Aid Office)
  - Disciplinary records (Dean’s Office)
  - Residence Life (Resident Director & Assoc. Dean of Student Affairs)
  - Educational Support Services / Counseling (Assoc. Dean of Student Affairs)
  - Student employment records / W-2 / 1099 (Payroll Office)
  - Other (specify)\*
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**CIM may share the above information with the following person(s):**

- Parent(s) \_\_\_\_\_  
Name(s)
- Spouse \_\_\_\_\_  
Name
- Other \_\_\_\_\_  
Name(s) / Indicate Relationship (e.g., sibling, friend, sponsor)
- Other \_\_\_\_\_  
Name(s) / Indicate Relationship (e.g., sibling, friend, sponsor)

**This authorization may be revoked by me at any time with written notification to the Registrar’s Office.**

Designated individual(s) noted above must be able to provide your CIM-issued EMPL ID when contacting CIM for your educational record information. You must provide this EMPL ID to anyone listed above *before* they contact CIM. CIM will ask them for this code before releasing information to authenticate their





identity. Questions about EMPL ID, please contact [registrarweb@cim.edu](mailto:registrarweb@cim.edu). New students who do not yet have an EMPL ID, generally issued in June/July, may provide their application ID, temporarily.

By signing this document, I consent for the appropriate office to release information from my education records to the following person(s), as designated above. \*

\_\_\_\_\_  
Student Printed Name

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date (MM/DD/YY)

\_\_\_\_\_  
CIM EMPL ID

*\*Consistent with FERPA, Cleveland Institute of Music may disclose certain records without a student's consent in several specified circumstances. For more information, please see CIM's **Family Educational Rights and Privacy Act (FERPA) Policy**. Using this form to release records that are not technically educational records does not transform those records into education records. This "other" box should not be used to seek access to treatment or disability records. Note: **The form itself should be delivered by the student to the CIM Registrar's Office or sent as a .pdf from the student's CIM email address (new students may use the application email until the CIM email is issued) to [registrarweb@cim.edu](mailto:registrarweb@cim.edu). Do NOT send form by facsimile.***



## Request Form to opt out of disclosure of the List of Directory Information

I request to opt out of disclosure of all or some of the **List of Directory Information** as listed in the CIM FERPA Policy. This request shall go into effect as soon as CIM has had a reasonable opportunity to act on the request (generally, one week from date form is submitted to the CIM Registrar).

Keep in mind that opting out may prohibit CIM's ability to publicize or promote any public activity.

All

Item(s) I wish to opt out of (only list items found on above List of Directory Information):

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Student Printed Name

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Student Signature

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Date (MM/DD/YY)

***This form itself should be delivered by the student to the CIM Registrar's Office or sent as a .pdf from the student's CIM email address (new students may use the application email until the CIM email is issued) to [registrarweb@cim.edu](mailto:registrarweb@cim.edu). Do NOT send form by fax.***