

**STEP 2:**

If the complaint is not resolved in Step I, a written statement with documentation describing the complaint must be presented to the supervisor and the faculty member within 5 business days following the discussion with the respective faculty member.

**STEP 3:**

An all-inclusive conference composed of the student/college employee, faculty member and faculty member's supervisor shall be called by the supervisor within 5 business days following receipt of the written statement. This conference shall be convened as an attempt to resolve the complaint.

**STEP 4:**

A written record of the conference with the decision made by the supervisor shall be provided to all parties involved within 5 business days following the conference in Step 2.

**STEP 5:**

If the complainant or faculty member does not accept the decision in Step 4, he/she must submit to the next level supervisor a written Statement with a copy of all documentation regarding this complaint within 5 business days following receipt of the decision in Step 4.

**STEP 6:**

The next level supervisor shall schedule an all-inclusive conference (complainant, faculty member, and supervisors). This conference should be completed within 5 business days after the supervisor receives the written complaint in Step 5.

**STEP 7:**

The supervisor shall provide a written record of the conference and the decision to all parties involved within 5 business days following the conference in Step 6.

**STEP 8:**

If the complainant or faculty member still does not accept the decision, he/she must submit to the final authority, the Vice President of Educational Services, a written statement with a copy of all documentation regarding this complaint within 5 business days following receipt of the decision in Step 7.

**STEP 9:**

The Vice President of Educational Services shall schedule an all-inclusive conference (complainant, faculty member, and supervisors) within 5 business days following receipt of the written statement in Step 8.

**STEP 10:**

The Vice President of Educational Services will provide a written record of the conference with the decision to all parties involved within 5 business days. (If the final complaint is filed against the Vice President of Educational Services, the President of the College will assume the duties of the Vice President of Educational Services beginning with Step 8).

**Note:**

In the event there are complaints involving administrative personnel who are also teaching a class, this policy will follow the same procedure, except omission of the respective administration level. Any individual teaching a class, regardless of position on the chain of command, will fall under the supervision of the department chair of the subject being taught.

**PRIVACY INFORMATION**

Institutional Policy for Compliance with the Family Educational Rights and Privacy Act of 1974

Annual Notice to Students

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

(1) The right to inspect and review the student's education records within 45 calendar days of the day Temple College receives a request for access. Students should submit to the Director of Admissions and Records, Vice President of Educational Services, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The College official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

(2) The right to request the amendment of the student's education records that the student believes is inaccurate. Students may ask Temple College to amend a record that they believe is inaccurate. They should write the College official responsible for the record,

clearly identify the part of the record they want changed, and specify why it is inaccurate. If Temple College decides not to amend the record as requested by the student, the College will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

(3) The right to consent to disclosures of personally identifiable information contained in the student’s education records, except to the extent that FERPA authorizes disclosure without consent. 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); a person or company with whom the College has contracted (such as an attorney, auditor, collection agent, or National Student Loan Clearinghouse); a person serving on the Board of Trustees; or a student serving on an official committee, such as 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. Upon request, Temple College discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

(4) The right to file with the U.S. Department of Education a complaint concerning alleged failures by Temple College to comply with the requirements of FERPA. The name and address of the office that administers FERPA:

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW.  
Washington, DC 20202-5901

**Education Records--Types, Locations, and Custodians**

The following is a list of the types of records that Temple College maintains, their locations, and their custodians:

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Type	Admission Records
Location	Admissions and Records Office Temple College Temple, TX 76504
Custodian	Director of Admissions & Records
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Type	Cumulative Academic Records
Location	Admissions and Records Office
Custodian	Director of Admissions & Records
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Type	Financial Aid
Location	Financial Aid Office Temple College Temple, TX 76504
Custodian	Director of Financial Aid
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Type	Disciplinary Records
Location	Vice President of Educational Services Temple College Temple, TX 76504
Custodian	Vice President of Educational Services
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Type	Occasional Records (Student education records not included in the types above such as minutes of faculty committee meetings, copies of correspondence in offices not listed, etc.)
Location	The appropriate official will collect such records, direct the student to their location, or otherwise make them available for inspection and review
Custodian	The College staff person who maintains such occasional system records
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**Disclosure of Education Records**

Temple College will disclose information from a student’s education records only with the written consent of the student, except:

1. To school officials who have a legitimate educational interest in the records.

2. To officials of another school, upon request, in which a student seeks or intends to enroll.
3. To certain officials of the following: The Comptroller General of the U.S., The Attorney General of the U.S., The Secretary, and state and local educational authorities.
4. In connection with a student's request for or receipt of financial aid, as necessary to determine eligibility, amount or conditions of the financial aid, or to enforce the terms and conditions of the aid.
5. If required by a state law requiring disclosure that was adopted before November 19, 1974.
6. To organizations conducting certain studies for or on behalf of the college.
7. To accrediting organizations to carry out their functions.
8. To comply with a judicial order or a lawfully issued subpoena.
9. To appropriate parties in a health or safety emergency.
10. To third parties when the information requested has been designated as "directory information."
11. To an alleged victim of any crime of violence or a non-forcible sex offense as a result of any institutional disciplinary proceeding against the alleged perpetrator of that crime with respect to that crime. The disclosure may only include the final results of the disciplinary proceeding conducted by the institution with respect to that alleged crime or offense.

### **Procedure to Inspect Education Records**

Students may inspect and review their education records upon request to the appropriate record custodian.

Students should submit to the record custodian or an appropriate Temple College staff person a written request which identifies as precisely as possible the record or records he/she wishes to inspect.

The record custodian or an appropriate Temple College staff person will make the needed arrangements for access as promptly as possible and notify the student of the time and place where the records may be inspected. Access must be given in 45 calendar days or less from the receipt of the request by the student.

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

### **Record of Requests for Disclosure**

Temple College will maintain a record of all requests for and/or disclosure of information from a student's education records. The record will indicate the name of the party making the request, any additional party to whom it may be redisclosed, and the legitimate interest the party had in requesting or obtaining the information. The record may be reviewed by the parents or eligible students upon the student's signed release form.

### **Correction of Education Records**

Students have the right to ask to have records corrected that they believe are inaccurate, misleading or in violation of his/her privacy or other rights. Following are the procedures for the correction of records:

1. A student must request in writing the form from the records custodian at Temple College to amend a record. In so doing, the student should identify the part of the record he/she wants changed and specify why he/she believes it is inaccurate, misleading or in violation of his or her privacy or others rights.
2. Temple College may or may not comply with the request. If it decides not to comply, Temple College will notify the student of the decision and advise him/her of his/her rights to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's rights.
3. Upon request, Temple College will arrange for a hearing and notify the student, in advance of the date, place, and time of the hearing.
4. The hearing will be conducted by a hearing officer, who may be an official of the institution. The student shall be afforded a full and fair opportunity of present evidence relevant to the issues raised in the original request to amend the student's educational records. The student may be assisted by one or more individuals, including an attorney.
5. Temple College 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 reasons for the decision.
6. If Temple College 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.
7. The statement will be maintained as part of the student's education records as long as the contested portion is maintained. If Temple College discloses the contested portion of the record, it must also disclose the statement.
8. If Temple College 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.

### **Refusal to Provide Copies**

Temple College reserves the right to deny transcripts to students who have unpaid financial obligation to the college.

### **Right of Temple College to Refuse Access**

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

1. The financial statement of the student's parents.
2. Letters and statements of recommendation for which the student has waived his/her right of access, or which were placed in file before January 1, 1975.
3. Records connected with an application to attend Temple College if that application was denied.
4. Those records which are excluded from the FERPA
5. Definition of education records.

### **Financial Aid**

Students must have a high school diploma, GED, or demonstrate by exam ability to benefit to be eligible for federal financial aid.

### **Financial Aid Deadlines**

Applications files COMPLETE by these dates will be processed prior to registration payment deadlines:

Fall Semester -	June 1st
Spring Semester -	November 1st
Summer Semester -	April 1st

Applications are processed on a first-come, first-served basis. Applicants are eligible for the funds AVAILABLE AT THE TIME THEIR APPLICATION FILES ARE COMPLETED AND ADMISSION TO THE COLLEGE IS CONFIRMED. Late applicants should make arrangements to pay their own registration expenses.

### **Student Employment on Campus**

A limited number of part-time jobs will be available on the College campus for those who need to work in order to help pay for their college education. Students will be assigned to such duties as typists, file clerks, office assistants, community services, teacher assistants, pianists, models, lifeguards, technicians, library and laboratory assistants, grounds and building keepers, etc. Preference in employment is given to students reflecting financial need. Any student seeking campus employment should apply to the Director of Financial Aid as early as possible.

### **Student Grants**

Temple College is an active participant in the federally funded Pell Grant Program, Academic Competitiveness Grant (ACG) and the Supplemental Educational Opportunity Grant (SEOG) Program. Applications for these programs may be obtained from most high school counselors or the Financial Aid Office at Temple College.

Temple College also participates in the Texas Public Education Grant (TPEG), the Texas Public Education-Leveraging Education Assistance Partnership (LEAP) Program, and the TEXAS GRANT Programs. Temple College also participates in the Certified Educational Aide Exemption Program and the Early Graduate Program. The application procedure for these programs is through the Financial Aid Office.

### **Temple College Return of Title IV Funds Policy**

Temple College will return any unearned funds received from federal student assistance programs to the proper program accounts or lenders in accordance with Federal Title IV student assistance regulations, as amended, under 34 CFR, section 668.22(d) of the Reauthorization of the Higher Education Act of 1965.

Refunds will be calculated on students who have totally withdrawn from classes or have been withdrawn by instructors for non-attendance or have been withdrawn from classes for failure to meet the enrollment requirements of the state mandated THEA test. Withdrawals must be initiated in the Advising Office.

Withdrawal date shall be defined as the actual date the student begins the College's withdrawal process, the last date of attendance recorded by an instructor, or the midpoint of the semester for students who have been withdrawn by instructors for non-attendance.

Official rosters will be sent to all instructors a few days before 60% of the semester. The instructors will be instructed to drop all students who have not been attending. These are considered to be unofficial withdrawals and will be calculated at midpoint of the semester. All students who were not reported at this time are considered to have completed the semester and have earned grades received.

Within 30 days from the withdrawal date, the College shall calculate the amount to return to the Title IV programs. Only the return of Title IV funds made by the College from the institutional charges, including tuition, fees and books shall be adjusted in the student's