
PROCEDURE FOR REQUESTING AMENDMENT OF EDUCATION RECORDS

Issued: 09/17/2009

Last Updated: 01/15/2025

Procedure Introduction

Students have the right to request amendment of Education Records that they believe are inaccurate, misleading, or in violation of their rights of privacy. This Procedure sets forth an informal request option and a formal hearing option.

Procedure Details

A. *Applicability*

This Procedure does not apply to grade or other academic evaluation disputes, or to registration-related petitions, such as requests to correct a misstated grade or retroactively withdraw from a course, which are governed by separate policies and petition procedures set forth in the Student Handbook and the University Catalogue.

Additionally, a Student may not use this Procedure to seek reconsideration of a previously adjudicated matter by requesting an amendment to an Education Record finalized or notated at the conclusion of another process. That includes decisions made through the Student Disciplinary Processes in the Student Handbook and the Resolution Processes under the Policy on Prohibited Discrimination, Harassment, and Retaliation.

B. *Informal Request*

Students are expected to pursue resolution of any dispute about the content of an Education Record through this less formal procedure before proceeding to the Formal Hearing described in Section C.

Students are entitled to an explanation of any information contained in Education Records that they have a right to review and inspect under the Student Records Policy. If a Student believes an Education Record is inaccurate, misleading, or in violation of their rights of privacy, they may request that the record custodian of the university office maintaining the records amend the Education Record.

The written request should: (a) identify the part of the Education Record the Student believes should be amended; (b) specify the reason the Student believes it is inaccurate, misleading, or in violation of their privacy rights; and (c) indicate the amendment requested.

If the request is granted, the Education Record shall be amended by the office responsible for maintaining it within a reasonable period of time following receipt of the request. If the request is denied, the Student shall be informed of the refusal and advised of the right to a hearing under Section C.

C. *Formal Hearing***1. Procedure**

- a. A Student shall direct a request for a hearing to the Office of the Vice President for Enrollment Management by emailing vpap@usc.edu or calling (213) 740-7849.
- b. The hearing shall be held within a reasonable period of time after it has been requested. The Student shall be notified by email to their USC email account of the date, place, and time in reasonable advance of the hearing. The hearing may be held by videoconference. The Student shall also be notified of the hearing official assigned to the hearing.
- c. The hearing shall be conducted, and the decision rendered, by a campus official or other party who does not have a direct interest in the outcome of the hearing. The hearing officer shall be designated by the Vice President for Enrollment Management.
- d. The Student shall be given a full and fair opportunity to present evidence relevant to the issues raised under this Procedure. The Student may, at their own expense, be assisted or represented by one or more individuals of their own choice, including an attorney. The Student shall notify the hearing officer if they plan to be accompanied by an attorney no less than five business days prior to the hearing date.
- e. In advance of the hearing, the hearing officer shall review the Student's written request and the refusal and shall request the participation of the custodian of the Education Record(s) in question, or their designee, in the hearing. The custodian, or designee, shall explain the denial of the Student's request for amendment of the Education Record(s), respond to any questions from the hearing officer, respond to any evidence and information presented by the Student, and present relevant information and evidence on behalf of the office responsible for the Education Record.
- f. If the Student indicates that they plan to be accompanied by an attorney at the hearing, the hearing officer will notify the Office of the General Counsel to provide an opportunity for a university attorney to also attend.
- g. The hearing officer's decision shall be made in writing within a reasonable period of time after the conclusion of the hearing.
- h. The decision shall be based solely on the evidence and information presented at the hearing and shall include a summary of the evidence and the reasons for the decision.

2. Outcomes

- a. If, as a result of the hearing, it is decided that the Education Record contains information that is inaccurate, misleading, or otherwise in violation of the privacy rights of the Student, the record shall be amended in such manner and form as determined by the hearing officer and the Student shall be informed in writing of the action taken.
- b. If, as a result of the hearing, it is decided that the Education Record does not contain information that is inaccurate, misleading, or otherwise in violation of the privacy rights of the Student, the Student shall be so informed. The Student shall also be informed of the right to insert, into the Education Record, a statement commenting upon the

information in the record and/or setting forth any reasons for disagreeing with the hearing officer's decision to leave the Education Record unchanged. Such statement shall remain a permanent part of the Education Record as long as the contested portion remains a part of the Education Record, and it shall be revealed to any party to whom the contested portion is revealed.

- c. In either event, the decision resulting from the hearing will represent the university's final decision concerning the challenged record.

Contacts

Please direct any questions regarding this procedure to:

OFFICE	PHONE	EMAIL
Office of the Vice President for Enrollment Management	(213) 740-7849	vpap@usc.edu

PROCEDURE GOVERNANCE	
Corresponding Policy Number:	157
Procedure Owner:	Office of Academic Records and Registrar
Responsible Office:	Office of the Vice President for Enrollment Management
Procedure URL:	Student Records - Policies and Policy Governance
Supplemental Documents:	