

PROCEDURE FOR REVIEWING AND INSPECTING EDUCATION RECORDS

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Procedure Introduction

Students have the right under FERPA to review and inspect their Education Records. This Procedure governs the process for doing so.

Procedure Details

1. Students may inspect and review their Education Records upon request to the appropriate Record Custodian listed in Section 7 of this Procedure. Students should submit to the Record Custodian a written request which identifies as precisely as possible the Education Record(s) they wish to inspect.
2. The Record Custodian or their designee will notify the Student of the time and manner in which the requested Education Record(s) may be reviewed and inspected. Access will be provided within 45 days of receipt of the request.
3. Access will be provided for a reasonable period of time through an online platform such as OneHub or Zoom. Students will be required to acknowledge that they may not download, copy, print, or screenshot the Education Record(s) before access is granted.
 - a. Students who wish to order a paper or electronic copy of a transcript, diploma, or record verification letter should contact the [Office of Academic Records and Registrar](#).
4. When any Education Record(s) contain information about more than one Student, the Record Custodian or designee shall redact information relating to other Students so that the Student requesting access is only able to inspect and review the information that relates to them.
5. Students may authorize their parents or other individuals to view their Education Records via their *myUSC* account. (Instructions for Students to designate authorized users via *myUSC* are posted on the [website](#) of the Office of Academic Records and Registrar.) Record Custodians may require the Student to complete a written consent form in addition to the *myUSC* authorization.

Note: Although a Student may authorize the university to share Education Records with others, the university is not obligated to do so. It is the Student, not their authorized representative, who has a right to review and inspect the Student's Education Records. The university's general expectation is that Students address matters concerning their enrollment with the university directly and on their own behalf.
6. The university reserves the right to refuse to permit Students to inspect or review the following Education Records:
 - a. Financial statements of the Student's parents and information contained therein.
 - b. Confidential letters and statements of recommendation for which the Student has waived in writing their right to access, or which were placed in the Student's Education Record prior to January 1, 1975.
 - c. Records connected with an application to attend the university or a component unit of the university if that application was denied.

- d. Records excluded from the definition of “Education Record” under the *Student Records Policy*.

7. Record Types and Custodians:

Record Type	Record Custodian	Contact Information
Registration and Enrollment Records, Transcripts, and Diplomas for All Undergraduate and Graduate Programs Except for the Keck School of Medicine Programs Listed Below	Office of Academic Records and Registrar	JHH 102 (213) 740-7445
Academic Dismissal Records for Graduate Students (Other than the Gould, Keck, and Ostrow Programs Listed Below)	Graduate School	STU 301 (213) 740-9033
Admission Records	Office of Admissions	JHH (213) 740-0111
Gould School of Law Financial Aid and Academic Dismissal Records for the Following Programs: Juris Doctor; Master of Laws in Business Law (LLM)	Gould School of Law – Office of the Dean	LAW 300 (213) 740-6473
Keck School of Medicine Registration and Enrollment Records, Transcripts, and Diplomas, as well as Financial Aid, Disciplinary, and Dismissal Records, for the Following Programs: Doctor of Medicine; Master of Physician Assistant Practice; Doctor of Nurse Anesthesia Practice; Master of Science in Speech-Language Pathology; Master of Science in Perfusion Sciences	Keck School of Medicine - Office of the Dean	KAM 500 (323) 442-1900
Herman Ostrow School of Dentistry Disciplinary and Dismissal Records, for the Following Programs: Doctor of Dental Surgery; Master’s Degree and Graduate Certificate Programs	Herman Ostrow School of Dentistry – Office of the Dean	DEN 218 (213) 740-3124
Athletic Records	Intercollegiate Athletics	HER 203A (213) 740-3843

Student Health Records, including Counseling & Mental Health Records	USC Student Health	ESH 3261 (for UPC) or Eric Cohen SHC (for HSC) (213) 740-9355
Financial Aid Records Other than Keck School and Gould School Financial Aid Records	Financial Aid Office	JHH 340 (213) 740-4444
Student Financial Records	Student Financial Services	STU 106 Seaver Residence Hall 102, 1969 Zonal Ave (213) 740-7471
Student Disciplinary Records for Non-Academic Misconduct Not Related to the Policy on Prohibited Discrimination, Harassment, and Retaliation	Office of Community Expectations	STU 206 (213) 821-7373
Student Disciplinary Records for Academic Misconduct* *For all students other than those enrolled in the Keck School of Medicine and Herman Ostrow School of Dentistry	Office of Academic Integrity	STU 300 (213) 764-4163
Student Disciplinary Records Related to the Policy on Prohibited Discrimination, Harassment, and Retaliation	Office for Equity, Equal Opportunity, and Title IX (EEO-TIX)	KOH 101 (213) 740-5086
Other Records (Student education records not included in the types listed above)	The university official responsible for the office in which such records are maintained.	The appropriate official will collect such records and make them available for inspection and review.

Contacts

Please direct any questions regarding this procedure to:

OFFICE	PHONE	EMAIL
Office of Academic Records and Registrar	(213) 740-1196	

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