

5. Institutional Scholarships
6. Senior Adult Waiver Program.

In addition, students who qualify may apply to the Agencies listed below for financial assistance.

1. Veterans Administration Vocational Rehabilitation (Disabled Veterans)
2. Alabama Department of Rehabilitation Services
3. Alabama G. I. Dependents' Scholarship Program
4. Alabama National Guard Educational Assistance Program (ANGEAP)
5. Veterans Benefits
6. Workforce Innovation Opportunity Act (WIOA)

The College is fully approved by the State Approving Agency to offer training to eligible veterans. Any veterans interested in receiving benefits must first complete the admission requirements to enroll at the College. Veteran benefits are not awarded until all admission requirements are met.

The Financial Aid Office is OPEN DAILY Monday through Thursday - 8:30 am until 4:30 pm and Friday - 8:30 am until 11:30 am.

For additional information, please contact the Financial Aid Office at (334) 420-4321.

### Learning Resource Centers

The Library Learning Resource Center located on the Trenholm Campus houses the library that maintains a collection of print and non-print materials and an archival collection. A library is also located on the Patterson Site that maintains a smaller collection of print and non-print materials relevant to the courses of study taught on that campus. Both libraries provide remote access to sources of current information and full-text general and discipline-related databases, as well as a wide range of other services to students, faculty, staff and community patrons. Information Literacy instruction is available to all students. Faculty and students may request information literacy instruction at any time during the semester. The Learning Resource Center/Library Tower can be contacted at (334) 420-4455 and the Patterson Library can be contacted at (334) 420- 4357. The email address is [lstaff@trenholmstate.edu](mailto:lstaff@trenholmstate.edu) and the website is <http://www.trenholmstate.edu/future-students/student-resources/library/>.

### Bookstore

Trenholm State's Bookstore is available online only. Trenholm State has partnered with e-Campus.com for student book needs. Students must order their books through their "My Trenholm" portal. Many classes have the option to buy new or used books, rent textbooks, or rent digital eBooks. Students will be personally responsible for all unallowable charges to financial aid, such as duplicate book purchases. Disabled Veterans using benefits under the Chapter 31 Program will need to come to the Business Office to purchase their books in order to obtain the required signatures. Orders will be delivered directly to the student's home. Detailed ordering instructions can be found on the Trenholm State website under the online bookstore section or by following this link <http://www.trenholmstate.edu/skins/userfiles/files/BOOKSTORE%20Online/e-Campus%20detailed%20ordering%20instructions.pdf>.

### Cashiers

During pre-registration and early registration, cashiers will be made available on both campuses according to the published college calendar. The Patterson Site Cashier may be contacted at (334) 420-4264. The Trenholm Campus Cashier may be contacted at (334) 420-4272.

### Enrollment Verification

Trenholm State Community College has authorized the National Student Clearinghouse to act as the agent for all verifications of student enrollment and provide verification of degrees. Requestors should use [www.studentclearinghouse.org](http://www.studentclearinghouse.org) for enrollment verification and [www.degreeverify.org](http://www.degreeverify.org) for degree verification. The telephone number is (703) 742-4200, Monday – Friday, from 9:00 a.m. to 7:00 p.m., Eastern Standard Time. The fax number is (703) 742-4239. The email address is [enrollmentverify@studentclearinghouse.org](mailto:enrollmentverify@studentclearinghouse.org). The mailing address is listed below.

National Student Clearinghouse  
2300 Dulles Station Blvd., Suite 300  
Herndon, VA 20171

Through Enrollment Verify, the National Student Clearinghouse will process enrollment verifications, on your behalf, for the following types of companies:

- Credit Issuers: verification for students who have applied for student cards.
- Travel Companies: verification for students who have applied for discounted student travel.
- Housing Providers: verification for students who have applied to rent property.
- Scholarship Providers: verification for students who have been awarded scholarships.
- Consumer Product Companies: verification for students who have applied for student discounts when purchasing computers, books, etc.
- Requests by Student and Parents: many companies, including health insurers, ask student directly to provide proof of current enrollment. Students and parents can use the National Student Clearinghouse Enrollment Verify website to download or print certifications.

### Family Educational Rights and Privacy Act of 1974 (FERPA)

#### Student Records Policy

Federal law governs how colleges and universities supervise student educational records. Trenholm State Community College adheres to the Family Educational Rights and Privacy Act (FERPA) of 1974. This act is designed to protect the privacy of students' educational records. FERPA also establishes the rights of students to inspect and review their educational records; it provides guidelines for the correction of inaccurate or misleading data through informal and formal hearings; and establishes the rights of students to file complaints with the FERPA Office. Students will be notified by publication of the regulations in the College Catalog/Student Handbook. The College shall not permit access to or allow the release of education records or personally identifiable information contained therein, other than directory information as defined within the paragraph titled 'Directory Information,' without the written consent

of the student, to any party other than the following:

- Other school officials and teachers of the College who have been determined by the College to have legitimate educational interests;
- Officials of schools or school systems in which the student seeks or intends to enroll, upon the condition that the student may receive a copy of the record, if desired, and have an opportunity for a hearing to challenge the content of the record;
- Certain authorized representatives of federal departments/agencies or state educational authorities for purposes of audits, evaluative studies, etc. Data collected will be protected in a way which prevents personal identification except when specifically authorized by federal law;
- State and local officials or authorities to which such information is specifically required to be reported or disclosed pursuant to State statute adopted prior to November 19, 1974;
- Organizations conducting studies for, or on behalf of, educational agencies or institutions for the purpose of developing, validating, or administering predictive tests, administering student aid programs and improving instruction, if such studies are conducted in such a manner as will not permit the personal identification of students by persons other than representatives of such organizations and such information will be destroyed when no longer needed for the purpose for which it is conducted;
- Accrediting organizations in order to carry out their accrediting functions;
- Parents of a student who is a dependent for income tax purposes;
- A lawful subpoena or court order;
- Other appropriate persons in an emergency to protect the health or safety of the student or others. Students shall have access to all such information in accordance with the procedures outlined in this statement with the exceptions specified within the following paragraph.

**Definition of Educational Records**

Student educational records are defined as those records, files, documents and other materials which contain information directly related to a student and are maintained by the College or by a person acting for the College. Specifically excluded from the definition of “educational records” and not open to student inspection are the following materials:

- Records of instructional, supervisory and administrative personnel that are in the sole possession of the maker and accessible only to the maker or a designated assistant to the maker;
- Records of campus security, except in those instances where they have been transmitted within the College for administrative purposes;
- Records which are created or maintained by a physician, psychiatrist, psychologist or other recognized professional or paraprofessional acting in capacity or assisting in that capacity.
- Records created, maintained or used only in connection with the provision of treatment to the student will not be available to anyone other than persons providing such treatment or who could not be involved officially within the College, but such records are available to a physician or appropriate professional of the student’s choice.

**Definition of Student**

For the purpose of this policy, a “student” is defined as any person who is or has been officially enrolled in and is attending or has attended any course offered at the College. This definition does not include prospective students.

**Directory Information**

The following categories of information with respect to each student have been designated by the College as directory information which may be made available to the public, absent a student’s request that any such information should not be released without the student’s prior consent:

- Student’s name, address, telephone number
- Date and place of birth
- Dates of attendance
- Educational agencies or institutions most recently attended by the student
- Program of study, degree desired and classification
- Participation in officially recognized clubs, organizations and activities
- Degrees and awards received.

If a student has an objection to any of the aforementioned information being released during a given semester or academic year, the student should notify, in writing, the Dean of Students during the first three weeks of the semester or academic year.

**Location of Records**

The College has designated the following officials as responsible for student records within their respective areas of responsibility:

Type	Location	Person Responsible
Permanent Records	Office of Admissions/Records	Director of Admissions/Records
Admissions Records	Office of Admissions/Records	Director of Admissions/Records
Financial Records	Business Office	Dean of Finance
Financial Aid Records	Office of Financial Aid	Financial Aid Officer
ADA/504	Office of Student Services	Dean of Students

These officials shall hereinafter be referred to as “records officials.” Each official is responsible for maintaining a listing of student records. The listing shall indicate the location and general content of the records. A student’s request concerning his/her records or files, including requests that information not be disclosed to the public, requests for disclosure to third parties and requests for access by the student shall be directed to the appropriate records official listed above. Forms for all such requests may be obtained from these officials. The appropriate records official will also attempt to resolve any challenges to the records at an informal hearing with the student. If an agreeable solution is not reached, the records officials will refer the student and his/her challenge to the College Hearing Officer, who shall set a hearing within ten (10) days for the final decision.

### Access of Student Records to Students

The student is accorded the right to inspect and review, in the presence of the appropriate College staff member, any records, files and data directly related to the student. To inspect a personal folder or file, a student shall submit a written request signed by the student to the appropriate records official, and if not personally submitted by the student, then the student's signature shall be acknowledged by the affidavit of a Notary Public. The request for inspection shall be acted upon within forty-five (45) days from the date the request is received. If in the opinion of the appropriate records official, inspection can reasonably be accomplished by providing copies of said documents, such copies shall be made and provided to the student.

### Limitations of Access

The right of inspection of personal information described in the above paragraph does not include:

- Financial records of the parent(s) of the student or any information contained therein,
- Confidential letters and statements of recommendation which were placed in the education records prior to January 1, 1975, if such letters or statements are not used for purposes other than those for which they were specifically intended, or
- Other confidential records, access to which has been waived by the student in accordance with policy concerning waivers.

### Challenging the Contents of the Records

After inspecting his/her record, a student may request an explanation to challenge any part of the contents of such record. The student shall submit a written request for a hearing in the same manner and under the same procedures as provided within the preceding section titled, "Location of Records."

The request for hearing should identify the item or items in the file to be challenged and state the grounds for the challenge, e.g., inaccuracy, misleading information or inappropriateness, etc. The records official shall examine the contested item, shall hear the person responsible for placing the item in the file, if appropriate and possible, and shall examine any documents or hear any testimony the student wishes to present. The records official may decide that the contested item should be retained, deleted or revised or the records official may refer the matter to the hearing officer who shall set a hearing within ten (10) days for a final decision. In the event, any part of the challenged item will be retained; the student shall be allowed to place a written explanation in his/her file. A written decision shall be hand-delivered or mailed to the student within ten (10) days from the date such hearing is concluded, either by the records official or the hearing officer.

### Waiver of Access

A person applying for admission may waive the right of access to confidential statements concerning his/her application for admissions, financial aid, employment, honorary recognition(s) or any other benefit made available by the College. No such application shall be denied because of the student's failure or refusal to sign such waiver.

### Providing Records to Third Parties

The general policy of Trenholm State Community College is to refuse access to student records to third parties without the written consent of the individual student. Should a student wish to have such records released, a written request must be directed to the proper records official specifying the records to be released, the person and address to whom records are to be released, and a request for copies to the student, if desired. Trenholm will then transfer or grant access to the information. A record of requests of access, the legitimate interest involved, and action taken will be placed in the student's file for all requests of the file, except those from school officials as noted in paragraph one.

The Director of Admissions and Records will supervise the inspection of individual student records, and the student's record file shall not be taken from the designated records office. The student may obtain one unofficial copy of his/her academic record in writing. An unofficial copy is defined as copy that does not bear the official seal of the College embossed on the record, but otherwise an official copy when released by the College's records official.

The Director of Admissions and Records, or designee, is the only person authorized to reproduce copies of official transcripts. Transcripts of records received from other colleges or universities become the property of Trenholm State Community College. Records of documents received from third parties will not be reproduced.

### Annual Notification of FERPA Rights

The College is required by the provisions of the Family Educational Rights and Privacy Act (FERPA) to provide students annual notification of their FERPA rights. Students will be notified by publication of the regulations in the College Catalog/Student Handbook. FERPA information is available on the College's website.

A student who believes his or her FERPA rights have been violated can file a complaint with the Family Policy Compliance Office at the U.S. Department of Education.

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920  
Phone: 1-800-USA-LEARN (1-800-872-5327)

### Records Retention and Disposal

All records are safely secured at the College and are retained and disposed of in accordance with policies established by the Alabama Department of Archives and History.

### Changes in the Policy

This statement is subject to change by any additional Federal regulations or court decisions that may modify and/or negate any portion of these regulations. This statement of policy will be published in future College publications, where applicable.



## Transcript Policy

The transcript policy of the College includes the following:

- In compliance with the Family Educational Rights and Privacy Act (FERPA), the College does not release transcripts of a student's work except upon the student's written request;
- Official transcripts are sent to institutions, companies, agencies, etc., after the student's written release is received by the Office Admissions and Records. The College honors fax requests to send official transcripts to third parties; however, transcripts will not be faxed to an individual or a receiving institution. Fax requests for transcripts must be accompanied by a picture ID before the request will be processed.
- Official transcripts will be accepted when delivered "by hand" in an unbroken sealed envelope. Upon receipt, the transcript must be official and in a sealed envelope. The College reserves the right to deny hand delivered transcripts if foul play is detected;
- Transcripts are available to former and currently enrolled students. Transcripts which do not show the College seal, and are marked ISSUED TO STUDENT, are unofficial transcripts;
- Transcript requests will be processed in the order they are received. Requests should be made at least two weeks before the transcripts are needed;
- All transcripts issued to students are free. Transcripts will not be released for persons who have financial obligations to the College.

Request for official transcripts should be sent to:

Trenholm State Community College  
Office of Admissions and Records  
P.O. Box 10048  
Montgomery, Alabama 36108

Name, dates of attendance, social security number, fee (if any), and the address to which the transcript is to be sent are to be included in the request.

NOTE: Students with name changes should include ALL former names.

The Office of Admissions and Records does not issue or reproduce transcripts from other institutions. Requests for transcripts of work where the student previously attended must be directed to those institutions.

Request Official Transcripts Online

To request an OFFICIAL transcript online:

1. Log in to "My Trenholm" using your student ID number and PIN
2. Click on Student Information Center on the Main Menu
3. Click on Student Records
4. Click on Transcript Request
5. A new window will open with instructions prompting you to complete the request

## Student Information

### Change of Name

Academic records at Trenholm State are permanently maintained by student name. Name changes will not be made for an inactive student. A student may maintain academic records under the name used at the time of admission. There is NO requirement that a student must make a name change. A student who wishes to change his or her name must complete the Readmission/Information Change form in the Office of Admissions and Records. The student must provide proof of a divorce decree or a marriage license. If the aforementioned are not available, a valid Driver's License AND social security card will be required.

### Dress Requirements

One of the primary objectives of the College is preparation of the student for employment. A neat appearance and good personal hygiene are important factors in getting and keeping a job. Proper dress is expected as part of one's educational training at the College. Students should not wear any sign, symbol, or other mode of dress that would antagonize or intimidate other students, disrupt the atmosphere of learning, or attract undue attention to the wearer. Instructors will discuss departmental policies concerning appropriate dress in the workplace.

### Visitor Policy

Visitors should be able to demonstrate a valid purpose for being on campus. They are expected to abide by the regulations of the College. Students are responsible for the conduct of their guests. **WHILE CHILDREN ARE ON CAMPUS, THEY MUST BE UNDER THE IMMEDIATE SUPERVISION OF AN ADULT.** All visitors are subject to the same code of behavior applied to students. Disruptive visitors will be asked to leave campus, and if necessary, escorted off campus by security.

### Off-Campus Trips

All off-campus trips must be approved in advance by the appropriate dean, division director, or program coordinator.

### Phones and Beepers in the Classroom

Students are not to disrupt the class or other students. Students may not have audible phones, pagers or other similar equipment in the classroom or instructional laboratory. Class disruptions from the use of audible phones or pagers in class or lab may result in the student being removed from the class.

### Telephones and Messages

Students may use faculty and staff telephones only in emergency situations. The College will accept messages for students only in cases of an emergency such as family illness, accident, or death. In such instances, every reasonable effort will be made to locate the student.

### Emergency Messages

In the event of an off-campus emergency requiring the attention of a student, efforts will be made by the Office of Admissions and Records to contact the student.