

Clinical Pastoral Education Policies and Procedures



PROGRAM POLICY NUMBER 4:

Maintenance of Student and Center Records ANNUAL NOTICE

Updated: June 29, 2020

PURPOSE:

Students own information about them and must know what information is being collected and how it is being used. EMS intends to ensure that the Clinical Pastoral Education program maintains student records in a manner consistent with federal laws and the Standards of ACPE and that students are aware of these policies and procedures. Furthermore, the CPE center intends to maintain a plan for appropriate confidentiality, access, content and custody of student records in the event that the center loses its ACPE Educator and/or accreditation.

POLICY

1. The EMS CPE Program maintains student records in a manner consistent with federal laws such as the Family, Educational and Privacy Rights Act (FERPA) and state laws. The Family Education Rights and Privacy Act (FERPA) addresses privacy not confidentiality issues. This means students own the information about them and must know what is being collected and how it is being used. Their information cannot be shared without their written permission (The student's official record is open to the student and is not available to others outside the CPE center except with the written permission of the student or as noted below.). In sum **This ACPE CPE center/program guarantees to its students the right to inspect and review education records, to seek to amend them, and to specify control over release of record information.**
2. **Violations of Annual Notice protocols may be reported to the Chair of the Accreditation Commission at: ACPE, 55 Ivan Allen Jr. Boulevard, Atlanta, GA 30308.**

DEFINITION:

ACPE defines a student record as any record (paper, electronic, video, audio, biometric etc.) directly related to the student from which the student's identity can be recognized; and maintained by the education program/institution or a person acting for the institution.

PROCEDURES:

ACPE Standards requires that:

1. The center retain the following items indefinitely:
 - a. The application face sheet
 - b. The Use of Clinical Materials Consent Form
2. The center retain the following items from the student record for ten (10) years:
 - a. Certified Educator's end of unit evaluation: The student's response to the end of unit evaluation, if submitted
 - b. The student's self-evaluation.

(If a file is incomplete, the ACPE Certified Educator shall document the efforts undertaken to make the file complete, noting what is missing and requests for documents from the student.)

3. **DIRECTORY INFORMATION:** The EMS CPE Center considers the following items to be directory information, which can be released without specific consent (unless a current student chooses to restrict or "opt out" in writing): a student's name, enrollment status (full-time or part-time), address and telephone listing (permanent, local, or residence hall), date of birth, major and minor field(s) of study, dates of attendance, degrees, awards, and honors (including Dean's List and graduation honors) received, religious affiliation, previous educational institutions attended by the student, student level (first-year, sophomore, etc.), unit of CPE successfully completed, degree sought and anticipated, graduation date, photograph and email address. All other information is released only with the student's written, signed, and dated consent specifying which records are being disclosed, to whom, and for what limited purpose.
4. **RESTRICTING DIRECTORY INFORMATION:** Students who are currently enrolled in an EMS CPE unit may restrict directory information or record access at any time during their attendance, which must be honored even after those students leave the program. Former students cannot initiate new restrictions once they leave the program. Any request for restriction must be presented in writing to the EMS Director of CPE or the EMS Registrar.
5. **ACPE RECORDS:** Subject to notification, the student's name, address, denomination and unit of CPE successfully completed will be sent to the ACPE office on the student unit report at the completion of each unit of CPE.
6. **ADMISSIONS MATERIAL:** Within the federal laws, information, such as recommendations in connection with a student's admission to a unit(s) of CPE, is considered to have served its purpose upon a student's acceptance. It will not be a part of the student's record and will be destroyed.
7. **CERTIFIED EDUCATOR'S END OF UNIT EVALUATION:** A copy of the ACPE Certified Educator's end of unit evaluation report will be given to the student. The student will be informed that the center will keep this evaluation for ten years and it will not be

available to anyone else except with written permission from the student. If the student submits a written response, it will be kept with the educator's evaluation and subject to the same provisions.

Note: Students are responsible for maintaining their own files for future use. The center will not keep a permanent file of evaluation reports. Students will be informed at the time copies are given to them that it is their responsibility to keep copies for future use

*CPE students are expected to give written consent for copies of the educator's end of unit evaluation reports (and their own if applicable) to be sent to any outside party.

8. Supervisory Notes: The CPE Educator may keep process notes on a student. These process notes are for the exclusive use of the writer and are not considered a part of the student's official record and will not be included in the student's official record.
9. HEALTH RECORDS: Health records (mental and physical) must be kept in locked, limited access files, **separate** from other student records. Their use and release is subject to ADA and HIPAA. Certain safety and employment records are also subject to other federal regulations and state laws, and are to be kept separately.
10. ACCESS AND MAINTENANCE OF STUDENT RECORDS: The EMS CPE Center shall maintain student records in a locked file. Access to these records is limited to EMS educational officials with *legitimate educational interests*. An *education official* is defined as a person employed by the Seminary in an administrative, education, academic, or support staff position. An education official has a *legitimate educational interest* if the official needs to review an education record in order to fulfill his or her professional responsibilities for the Seminary. The *education officials* who will have access to CPE student records include the EMS CPE Center's ACPE Educator faculty, the Center's administrative assistants, the seminary Registrar and the Seminary Deans. These records shall not be open to anyone outside the CPE center except with the student's written request. (Exception: note "Exceptions" below)
11. EXCEPTIONS: The law provides for certain exceptions concerning the release of information, as provided by law: to protect the health or safety of the student; in the case of a formal filing of a complaint; and for the purpose of accreditation review. In the case of these exceptions, the ACPE Executive Director or Associate (Interim) Director shall be consulted.
12. Material written by students, such as verbatims and case histories that contain information about other persons, including other students, will either be destroyed or, if they are part of the student's record, will have the identifiable information about everyone other than the student redacted. When peers are referenced in student's evaluations, only initials should be used.

13. **STUDENT ACCESS TO RECORDS:** Students are allowed to review their record within 45 days of a written request. Record inspection cannot be denied based on the student's inability to come to the site or outstanding financial obligations. In the latter case, a center can note on the copy sent, "not available for official use." When a student record contains identifiers of another student, those must be redacted. Students shall be notified prior to the conclusion of any unit that they are responsible for maintaining copies of the essential records of their CPE experience---namely, their own self-evaluation and their Educator's evaluation.. Copies of a student's self-evaluation and the Educator's evaluation shall be made available for a fee of \$10.00.
14. **A student has the right to object to record content. If not negotiable, the written objection will be kept with and released with the record.**
15. After ten years, the Center may destroy the student record except for the Application face sheet and the "Use of Clinical Materials Consent Form."
16. **DIGITAL AND ELECTRONIC STUDENT RECORDS:** Digital and Electronic student records will have the same storage requirements as paper records. Digital and electronic records will be maintained in compliance with the Center's Policy and Procedures for records management. Digital Records will have at least one backup separate from the original hardware location.
17. **RESEARCH:** If information in student records or in a CPE Educator's records is considered of research value, and a CPE center or ACPE desires to collect and use such material for research, a release form shall be made available for the student's signature. No personally identifiable material will be used for research without the person's written permission for its use.
18. In the event that the EMS Clinical Pastoral Education program closes, the center's certified educator or appointed designee secures all student records and ships the records to the ACPE office, c/o Accreditation. In the absence of an ACPE Certified Educator or Associate Certified Educator, the appointed *education officials* who have access to CPE student records and may perform this function may include the Center's administrative assistants, the seminary Registrar and/or the Seminary Deans. These designees are authorized to retrieve student records with a student's written request and written authorization.
19. **LOCATION:** Student files will be maintained in the EMS CPE Program Administrative Center located in the Seminary Building on the campus of Eastern Mennonite University, 1200 Park Road, Harrisonburg, VA 22802.
20. The EMS CPE Center guarantees to its students the right to inspect and to review education records, to specific control over release of record information, and to file a complaint against the program for alleged violations of these Family Education and Privacy Act (FERPA) rights. Violations of these protocols may be reported to the Chair of the Accreditation Commission at: ACPE, **55 Ivan Allen Jr. Boulevard,**

Atlanta, GA 30308.