

# STUDENT RECORDS

## Transcripts

Texas A&M University – San Antonio has retained Parchment Inc. to accept transcript orders over the internet. Students may order transcripts via their JagWire account, or on the Office of the Registrar's webpage.

### Hold

All students should clear any holds they have on their records immediately. Failure to clear a hold causes delays and inconvenience when trying to obtain copies of transcripts through the mail or in person. Since a hold on the record may affect printing and mailing of grades at the end of the semester, students should be sure they do not have any holds before final examinations start. Students with a registration hold on their record will not be permitted to register.

## Change of Name, Address, Gender, or Social Security Number

Students who wish to change their name on their transcript must provide legal documentation of the change to the Office of the Registrar. Not advising the Office of the Registrar of a legal name change may cause transcript requests and registration problems. Students who change their address should likewise notify the Office of the Registrar, Financial Aid or Business Office.

## Preferred Name

Students may use names other than their legal first name to identify themselves, regardless of whether they have legally changed their name.

The university is required to record a student's legal name and sex on formal records to comply with federal law for transactions to include: financial aid, medical documentation, transcripts, enrollment verification, admissions, and immigration documents. Students may update preferred first names by logging in Jagwire. Students who have questions about the steps required to change to their preferred name may contact the Office of the Registrar. Students who want their preferred name listed on their diploma must submit this information by the deadline for their graduation application.

While the university allows students to identify their preferred first name, the legal last name (surname) will remain unchanged and will be included in the preferred first name above. Preferred first names are limited to alphabetical characters, diacritical marks, and spaces. The preferred first name must be an allowable format. Examples of allowable formats of the preferred first name include, but are not limited to:

- A middle name instead of the first name
- An abbreviated name (Rob instead of Robert)
- The first and middle initials (A.J. instead of Andrew John)
- The name of which you are in the process of legally changing
- A name that better represents your gender identity
- An anglicized name

Students may not use their preferred first name for misrepresentation or for illegal purposes. A&M-San Antonio reserves the right to reject preferred name requests that are offensive, obscene or that use derogatory language. Students are cautioned about using preferred names that could be considered self-aggrandizing or nonsensical. While there is no limit to the number of changes that can be made, it is

recommended only one change per semester. Exception for the policy (or for this limit) may be approved by the Office of the Registrar.

## Death of a Student

The death of a currently enrolled student should be reported to the Vice President of Student Affairs. After confirming the death, the Vice President of Student Affairs notifies the appropriate student success departments, faculty and college dean. The Office of the Registrar will be notified to close all student records, and codes the student information system to block mailings to the deceased.

## Family Educational Rights and Privacy Act of 1974 and Amendments Thereto

This act is designated to protect the privacy of education records, to establish the right of students to inspect and review their education records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. Students have the right to file complaints with the Family Educational Rights and Privacy Act Office (FERPA) concerning alleged failures by the institution to comply with the act.

Texas A&M University-San Antonio accords all rights under the law to all students. No one outside the institution shall have access to nor will the institution disclose any information, other than directory information, from a student's education records without the written consent of the student, except to personnel within the institution, to officials of other institutions in which the student seeks to enroll, to persons or organizations providing student financial aid, to accrediting agencies carrying out their accreditation function, to persons in compliance with judicial order, and to persons in an emergency in order to protect the health or safety of students or other persons. All these exceptions are permitted under the Act.

In compliance with the Family Educational Rights and Privacy Act of 1974, information classified as "Directory Information" may be released to the general public without the consent of the student. The following is designated as directory information:

- Student's name,
- campus email,
- local telephone number,
- permanent phone number,
- dates of attendance,
- program of study (college, major, and campus),
- classification,
- previous educational agencies/institutions attended,
- participation in officially recognized activities, and
- degrees, honors and awards received.

Students reserve the right to suppress any information from being released without their consent. Any student wishing to withhold any or all of this information should notify the Office of the Registrar. The University assumes that failure on the part of any student to specifically request the withholding of directory information indicates individual approval for disclosure.