

(b)(6); (b)(7)(C)

**VIA U.S. MAIL**

January 15, 2010

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5920

**RE: Baltimore County, Maryland Public Schools (BCPS)  
"The Right to Grievance"  
BCPS Student Handbook Section 15**

Dear Sir or Madam:

The Baltimore County Public Schools Student Handbook, specifically, Section 15 (see attached,) allows for students to appeal a decision made at the school level to higher levels of BCPS administration. On November 12, 2009, we filed an appeal in writing (see attached,) per Section 15 of the BCPS Student Handbook, to (b)(6); (b)(7)(C). Per Section 15, a written response should have been received within five school days. To date, we have not received any response.

Following the instructions laid out in Section 15, we then submitted our appeal (see attached) to Dr. J. Hairston, BCPS Superintendent, on December 31, 2009. Per Section 15, a written response should have been received within ten school days. To date, we have not received any response.

Our daughter (b)(6); (b)(7)(C) student at (b)(6); (b)(7)(C) School and is currently in GTE math. We were verbally notified on November 9<sup>th</sup> that our daughter was going to be removed from the GTE math program. Therefore, on November 12, 2009, we filed an appeal on behalf of our child, (b)(6); (b)(7)(C) with the BCPS Gifted and Talented Education (GTE) office.

Our daughter, (b)(6); (b)(7)(C) did not perform well on her first two unit exams in her GT math class this year. We proactively requested a meeting with (b)(6); (b)(7)(C) teacher to identify which areas we needed to focus on with (b)(6); (b)(7)(C). We explained to (b)(6); (b)(7)(C) that if her grades did not improve, she would be moved to a lower level math class. (b)(6); (b)(7)(C) desires to be in GT math and worked hard to improve her grades. As we reviewed (b)(6); (b)(7)(C) first two exam results, it appeared that her errors had more to do with test taking skills, specifically, rushing through the exam, rather than mathematical ability.

(b)(6); (b)(7)(C) situation is unique in that she was able to significantly improve her performance. (b)(6); (b)(7)(C) hard work and determination paid off as her third exam grade was a 96%. The class average was 91%. (b)(6); (b)(7)(C) has continued to work hard and scored 100% on the fourth exam. Again, her score was above the class average. A benchmark test was given and (b)(6); (b)(7)(C) scored 100%. The class average was 92%. Removing any student from GTE math with two consecutive exam scores above the class average appears on its face to be arbitrary and unreasonable.

The GTE office's response, which is attached, was that (b)(6); (b)(7)(C) should be removed from GTE math. In their analysis of (b)(6); (b)(7)(C) the GTE office did not include (b)(6); (b)(7)(C) test four exam results: 100%. It is unclear why GTE staff would choose to omit test four exam results as a factor in their determination. The GTE response also did not include the results of a recent benchmark test where (b)(6); (b)(7)(C) scored 100% and the class average was 92%. The GTE response revolves around subjective psychological analysis rather than objective benchmark tests.

It would be beneficial to all parents of GTE students if the BCPS GTE would adopt clear, concise, objective standards for removing a student from GTE. For example, a student should remain in GTE for the entire school year unless their average for one marking period falls below 60% and they are given prior written notification.

**Baltimore County Public Schools (BCPS) Policy 6401** provides that all children with the "potential for high achievement" will have access to GT education. Since her last two exam scores were 96% and 100%, it is evident that she is capable of success in this class. We assert a violation of (b)(6); (b)(7)(C) rights as BCPS Policy 6401 has been disregarded in the instant matter. Test scores which are higher than the GT class average demonstrates a "potential for high achievement." It is unclear why (b)(6); (b)(7)(C) is being scrutinized at a higher level than her peers. It is unlikely that the students who scored lower than (b)(6); (b)(7)(C) on the past two exams were observed, interviewed and analyzed. The disparate treatment (b)(6); (b)(7)(C) has been subjected to hints at perhaps an underlying issue rather than (b)(6); (b)(7)(C) ability.

We requested that (b)(6); (b)(7)(C) remain in her current GT math class until all avenues of appeal had been exhausted. We were verbally notified on January 9, 2010 by the (b)(6); (b)(7)(C) Principal that Mr. (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) BCPS GTE (b)(6); (b)(7)(C) had instructed her to remove (b)(6); (b)(7)(C) from her GT math class as of January 12, 2010, despite the ongoing appeal. Removing (b)(6); (b)(7)(C) from GT math prior to this appeal being resolved is unacceptable and unduly prejudicial against (b)(6); (b)(7)(C). We are respectfully requesting that (b)(6); (b)(7)(C) be returned to her GT math classroom immediately and remain in this class for the remainder of (b)(6); (b)(7)(C). We request that (b)(6); (b)(7)(C) be tested, using objective measures, at the end of (b)(6); (b)(7)(C) to determine the most appropriate placement for (b)(6); (b)(7)(C) mathematics.

Thank you for your time and consideration.

Sincerely,

(b)(6); (b)(7)(C)

Enclosures

cc: Dr. J. Hairston, Superintendent (w/o encls.)  
BCPS  
6901 Charles St.  
Towson, MD 21204

(b)(6); (b)(7)(C)

1202 Molesworth Rd.  
Parkton, MD 21120



The GTE office's response, which is attached, was that (b)(6); (b) should be removed from GTE math. In their analysis of (b)(6); (b) the GTE office did not include (b)(6); (b) test four exam results: 100%. It is unclear why GTE staff would choose to omit test four exam results as a factor in their determination. Including test four, (b)(6); (b) test average is 85%, not 80% as stated in the appeal response. Lastly, the December 11<sup>th</sup> GT evaluation and interview mentioned "division" skills; it should be noted that (b)(6); (b) has never studied division in school.

**Baltimore County Public Schools (BCPS) Policy 6401** provides that all children with the "potential for high achievement" will have access to GT education. Since her last two exam scores were 96% and 100%, it is evident that she is capable of success in this class. Test scores which are higher than the GT class average demonstrates a "potential for high achievement." It is unclear why (b)(6); (b) is being scrutinized at a higher level than her peers. It is unlikely that the students who scored lower than (b)(6); (b) on the past two exams were observed, interviewed and analyzed. The disparate treatment (b)(6); (b) has been subjected to hints at perhaps an underlying issue rather than (b)(6); (b) ability.

We request that (b)(6); (b) remain in her current GT math class and that she be assessed, using standardized benchmark tests rather than subjective measures, at the end of the 2009-2010 school year as to the most appropriate math placement for (b)(6); (b)(7)(C). We are confident that BCPS will render a decision that is reasonable and fair to (b)(6); (b). However, if the BCPS determination is that (b)(6); (b) should indeed be removed from this GT math class, we request information on the next level of appeal within Baltimore County Public Schools and the Maryland State Board of Education. Additionally, we respectfully request that (b)(6); (b) remain in her current GT math class until all avenues of appeal have been exhausted.

Thank you for your time and consideration.

Sincerely,

(b)(6); (b)(7)(C)

Enclosures

cc: (b)(6); (b)(7)(C) (w/o encls.)  
BCPS  
6901 Charles St.  
Towson, MD 21204

T. (b)(6); (b)(7)(C) (w/o encls.)

(b)(6); (b) (b)(6); (b)(7)(C) School

(b)(6); (b)(7)(C)



(b)(6); (b)(7)(C)

**VIA CERTIFIED MAIL WITH RECEIPT**

November 12, 2009

(b)(6); (b)(7)(C)

Baltimore County Public Schools  
6901 Charles St.  
Towson MD 21204

Dear (b)(6); (b)(7)(C)

Our child, (b)(6); (b)(7)(C) was diagnostically placed in the (b)(6); (b)(7)(C) Gifted and Talented Education (GTE) program for mathematics at the end of second grade. We were verbally informed on Monday, Nov 9, 2009 that our daughter was being removed from her (b)(6); (b)(7)(C) GTE third grade math class. We have exhausted all remedies within (b)(6); (b)(7)(C) including meeting with the teacher, GT Facilitator and principal. We are asserting a violation of Baltimore County Public Schools (BCPS) Policy 6401 under BCPS Handbook Section 15, The Right to Grievance.”

Our daughter, (b)(6); (b)(7)(C) did not perform well on her first two out of three exams in Ms. (b)(6); (b)(7)(C) GT math class this year. We proactively requested a meeting with Ms. (b)(6); (b)(7)(C) to identify which areas we needed to focus on with (b)(6); (b)(7)(C). The meeting with Ms. (b)(6); (b)(7)(C) was very helpful and (b)(6); (b)(7)(C) has worked hard to improve her performance. We explained to (b)(6); (b)(7)(C) that if her grades did not improve, she would be moved to a lower level math class. (b)(6); (b)(7)(C) desires to be in GT math and worked hard to improve her grades. As we reviewed (b)(6); (b)(7)(C) first two exam results, it appeared that her errors had more to do with underdeveloped test taking skills rather than mathematical ability. (b)(6); (b)(7)(C) situation is unique in that she was able to significantly improve her performance. (b)(6); (b)(7)(C) hard work and determination paid off as her third exam grade was a 96%. The class average was 91%. Moving (b)(6); (b)(7)(C) at this stage would send her a dangerous message. Specifically it would give her the impression that her efforts to remain in GT math were meaningless.

**Baltimore County Public Schools (BCPS) Policy 6401** provides that all children with the "potential for high achievement" will have access to GT education. Since her last exam score was 96%, it is plausible that (b)(6); (b)(7)(C) will perform well on the next math test as well and that she is capable of success in this class. The question becomes whether my child has the potential for high achievement. A 96% demonstrates a "potential for high achievement." Under BCPS Handbook Section 15, "The Right to Grievance," we assert a violation of BCPS Policy 6401.

In order to fully preserve (b)(6); (b)(7)(C) rights to the best education possible, we are simultaneously filing an appeal with Mr. (b)(6); (b)(7)(C) of the BCPS Gifted and Talented Education Office.

We do recognize that a class size of (b) students is large and that there is pressure from various sources to reduce the class size. We respectfully request that Baltimore County Public Schools consider allowing (b)(6); (b)(7)(C) to remain in her current GT math class for units 4 and 5 so that all parties can fully evaluate the probability of her future success as a GT math student. There is nothing to be gained from moving (b)(6); (b)(7)(C) prematurely and therefore we respectfully request a more conservative approach.

We are confident that BCPS will render a decision that is reasonable and fair to (b)(6); (b)(7)(C). However, if the BCPS determination is that (b)(6); (b)(7)(C) should indeed be removed from this GT math class, we request information on the next level of appeal within Baltimore County Public Schools and the Maryland State Board of Education. Additionally, we respectfully request that (b)(6); (b)(7)(C) remain in her current GT math class until all avenues of appeal have been exhausted.

Thank you for your time and consideration.

Sincerely,

(b)(6); (b)(7)(C)

cc: Mr. (b)(6); (b)(7)(C) (b)(6); (b)(7)(C)  
Gifted and Talented Education Office  
BCPS  
6901 Charles St.  
Towson, MD 21204

3/25/10

(b)(6); (b)(7)(C)



On or about the 17<sup>th</sup> day of February, 2010 (b)(6); (b)(7)(C) A Vocational Rehabilitation Counselor of South Bend, Indiana located at (b)(6); (b)(7)(C) did in fact , disclose information to (b)(6); (b)(7) a therapist at Madison Center Hospital, all of which were false allegations. These allegations were created by (b)(6); ( University with no documentation of being true, which was mere retaliation against (b)(6); (b)(6); for filing a complaint with the U.S. Department of Education, for their malicious conduct of discrimination. The non-consent disclosed information consisted of (b)(6); (b)(6); (b)(6); stating that (b)(6); (b)(6); had behavioral problems, was banned from campus, and (b)(6); (b)(6); mental illness could account for his behavior. Such action violated the FERPA ACT OF 1974(Disclosure of student's grades and conduct)

Please refer to letter from therapist and 3 blank consent forms as proof of complaint.

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

February 17, 2010

Dear Madam/Sir

Mr. (b)(6); (b)(6); (b) a student at (b)(6); (b)(6); (b)(7)(C) has requested a letter to better explain his disability. (b)(6); (b)(7)(C) (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) He has been stable and doing well until recently when he came back to Madison Center "upset" and tearful. He stated that he was told that he was going to fail and therefore not get his degree with only 3 classes left to complete it; Vocational Rehabilitation Services indicated there were problems with Mr. (b)(6); (b)(7)(C) behavior and he has been "banned" from campus. (b)(6); (b)(7)(C) could account for this behavior.

He has returned to Madison Center (b)(6); (b)(7)(C) He will receive individual therapy and will see a psychiatrist for evaluation and follow up (b)(6); (b)(7)(C) Once stabilized, it is hoped that he will be able to return to classes.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)







**RE: Urgent Please Review: Academic Affairs Review Committee/[redacted]**

**Byrd**

[redacted]

Sent: Thursday, June 04, 2009 2:43 PM

To: [redacted]

Only course instructors can change grades. The Academic Affairs Committee will review your situation and make a recommendation. Typically the Academic Affairs Committee makes a decision within a few days and will notify you in writing.

[redacted]

[redacted]

-----Original Message-----

From: [redacted] }

Sent: Thursday, June 04, 2009 1:18 PM

To: [redacted]

Subject: Urgent Please Review: Academic Affairs Review Committee/[redacted]

Please review the contents of the attachment. Please reconsider and change the grade of incomplete to a grade of passing for my Senior Field Placement. Thank you for your consideration. I will be at the June 9th Academic Affairs Review Committee, thank you, [redacted]

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5901

RE: Educational Records of Joshua “(b)(6); (b)(7)(C)”  
DOB (b)(6); (b)(7)(C)  
Student in the Ferguson-Florissant School District at (b)(6); (b)(7)(C) School  
(b)(6); (b)(7)(C)  
Superintendent: Jeffrey R. Spiegel

September 28, 2009

Dear Sir/Madam:

I am writing to you to complain that the educational records of my son, (b)(6); (b)(7)(C), have not been properly maintained by the Ferguson-Florissant School District.

I have read the guidelines under the Family Educational Rights and Privacy Act (FERPA) for review of records, what documents constitutes such records, and what do to when such records are believed to be inaccurate. However, I do not see in the law what to do when records that should be in (b)(6); (b)(7)(C) file are MISSING - yet I have knowledge that such records did exist in the past. I have tried to address this issue with the School District but have been misunderstood, misled and misdirected by the District on several points. As I see no way to get the District to make (b)(6); (b)(7)(C) records whole and complete, I am writing to you.

To support my complaint, I have attached a number of documents to this letter, which I have numbered as Items A through G, and will reference them as such in this letter.

On or about the 26<sup>th</sup> of July, 2009, I received a copy of the Ferguson-Florissant School District's Appendix F - Student Code of Conduct (Item A), included with the registration paperwork for my son's (b)(6); (b)(7)(C) grade year. On page 8 this document is notification that parents have the right to inspect their child's education records. I have highlighted the appropriate section. Please note that the term used is "education records", not just a reference to the child's Permanent Record - this is a key point that I will make clear later on in this letter.

On August 3, 2009, compliant with the above notification, I wrote to the (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) School principal, Mr. (b)(6); (b)(7)(C) and asked to review (b)(6); (b)(7)(C) records. (Item B)

(b)(6); (b)(7)(C)

Also on August 3, 2009, I wrote to (b)(6); (b)(7)(C) Area Coordinator for the Special School District of St. Louis, requesting an evaluation for Special Education under the Individuals with Disabilities Act (IDEA) for my son (b)(6); (b)(7)(C) (Item C)

On August 6, 2009, approximate 5:15 p.m., I received a phone call from Ms. (b)(6); (b)(7)(C) Guidance Counselor for (b)(6); (b)(7)(C) School, informing me that I could come to school to review (b)(6); (b)(7)(C) records at 9:00 a.m. on Wednesday, August 12, 2009.

On August 12, 2009, I met Ms. (b)(6); (b)(7)(C) in her office. I was given a folder with (b)(6); (b)(7)(C) "records" to review. In this folder were the following documents: copy of the 4<sup>th</sup> quarter report cards for every year from Kindergarten through (b)(6); (b)(7)(C) grade; copy of his final Orchestra report cards for grades 4, 5, and 6; copy of his PE/Art/Music final report cards for grades 4, 5, and 6; one page referencing the services provided to him by the Early Childhood Special Education department prior to Kindergarten; one page showing his scores on the Missouri Assessment Program (MAP) tests and his scores the Gates-MacGinitie Reading Tests and "gifted" noted for K-7; a copy of a letter from Dr. (b)(6); (b)(7)(C) dated September 15, 2008 noting that (b)(6); (b)(7)(C) has (b)(6); (b)(7)(C) and a copy of a packet of papers where we requested a 504 Plan and were denied such in November of 2008.

However, there were several items MISSING from this file and I noted these in a letter to Mr. (b)(6); (b)(7)(C) building principal, on August 14, 2009. (Item D)

In response to the above referenced letter, a reply came from Ms. (b)(6); (b)(7)(C) the counselor, on August 25, 2009. (Item E)

Finding several errors in Ms. (b)(6); (b)(7)(C) letter to me, I have replied to Mr. (b)(6); (b)(7)(C) on September 9, 2009, citing the relevant FERPA regulations. (Item F) As of today, I have received no reply of any kind to this follow up letter.

However, note please that my original letter to Mr. (b)(6); (b)(7)(C) of August 14, 2009, and my follow up letter of September 9, 2009, I also sent copies to (b)(6); (b)(7)(C) the (b)(6); (b)(7)(C) of Student Support Services and to Dr. Art McCoy, the Superintendent of Secondary Education for the Ferguson-Florissant School District. Neither of them has addressed the issue of the missing paperwork from (b)(6); (b)(7)(C) file.

Given that (b)(6); (b)(7)(C) file was going to be reviewed prior to a decision being made on his evaluation for Special Education, I am clear that the missing items were removed from his file for the sole purpose of denying him said evaluation.

On August 25, 2009, I spoke on the phone with (b)(6); (b)(7)(C) the (b)(6); (b)(7)(C) for the Special School District when she informed me that (b)(6); (b)(7)(C) was indeed denied an evaluation. In that phone conversation, she made reference to a "counselor's file" that is maintained separate from the "Permanent Record". And she said that she reviewed this information prior to making her decision.

(b)(6); (b)(7)(C)

However, please note that I was unaware of any file other than one I was shown on August 12, 2009 nor was such a file offered to me to review. This is FIRST VIOLATION of FERPA that I am writing to you to complain about.

The SECOND VIOLATION of FERPA that I would like to complain about is that the "Building Plan" referenced by Ms. (b)(6); (b)(7)(C) was NOT in his file on August 12, 2009. Note that she informed in a phone conversation on October 23, 2008 (Item G) that she had placed such an item "in his file". But she notes in her letter of August 25, 2009 that it is now in his file. (Item E Attachment) (Never mind that the birth date shown on the Plan is not my son's birth date, nor was I ever given written notice of such a plan until August of 2009 – not October 2008 as stated.)

I do not know what I can do further to see that I have access to ALL of (b)(6); (b)(7)(C) records, nor do I know what I can do to see that (b)(6); (b)(7)(C) records are properly maintained. I am hoping that someone in your office can assist with this matter.

If you have any questions, please contact me at the above address. I can also be reached via email at (b)(6); (b)(7)(C) or via phone at (b)(6); (b)(7)(C)

Sincerely,

(b)(6); (b)(7)(C)

April 2, 2010

Family Policy Compliance Office  
United States Department of Education  
600 Independence Avenue, Southwest  
Washington, D.C. 20202-4605

Dear Sir:

I am writing this letter in regard to a formal complaint that I filed against (b)(6); (b) (b)(6); (b)(6); (b)(7(C)) School which is located in Moore, Oklahoma. I have enclosed copies of the formal complaint that was filed and the response that I received in regard to the complaint from the Oklahoma State Superintendent's office.

As you can see from the response I received from the Oklahoma State Superintendent's office, the school was found to be in compliance regarding the federally mandated laws that are in place for the protection of children with developmental disabilities. I do not agree with this determination and I am therefore asking that an investigation be conducted through your office regarding this matter.

Although there was an investigator assigned from the Oklahoma State Superintendent's office to investigate the allegations in the formal complaint, I believe the investigation was nothing more than a white washing of the situation and that the investigator did nothing more than cover for the teachers and administrators that were named in the formal complaint.

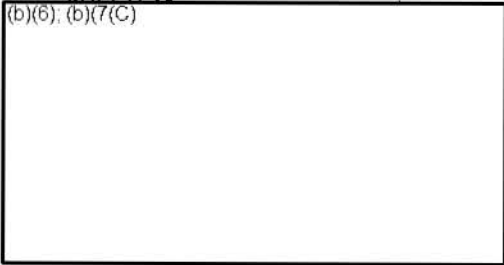
Additionally, I question the competency of the investigator and his training in that neither I nor any of the witnesses or other involved parties named in the complaint, besides the teachers and administrators, were ever interviewed by the investigator. Furthermore, there was an issue of some of the documents having been altered by school personnel some time between the time the formal complaint was filed and when the investigation was conducted. This issue was never questioned or addressed by the investigator. I would personally like an explanation as to why the documents were altered if the school was in fact in compliance with the federally mandated laws regarding children with developmental disabilities.

I can be contacted either by phone at (b)(6); (b)(7(C))

Your prompt attention to this matter would be appreciated.

Sincerely

(b)(6); (b)(7)(C)





January 30, 2010

US Department of Education

To it May concern,

(b)(6); schools is releasing school records to (b)(6); ( (b)(6); (b) without valid consent of either parent.

My daughter, (b)(6); (b) (b)(6); (b) attends (b)(6); (b) School in Pigeon, Michigan. I am divorced and (b)(6); (b)(7)(C).

moved to Tennessee in November 2007. (b)(6); (b) does reside with her grandmother, (b)(6); (b)

(b)(6); (b) (b)(6); (b) mother). (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) (b)(6); (b)(7)(C) I live in the same school district

and I am contact with the school on a regular basis. (b)(6); (b)(7)(C) (b)(6); (b)(6); (b)(7)(C)

(b)(6); (b) (b)(6); (b)(7)(C) (b)(6); (b)(6); (b)(7)(C) (b)(6); (b) does not have any court ordered custody (physical or legal).

On January 17, 2008 I sent your office a letter about (b)(6); School releasing my daughter's educational records to (b)(6); (b) (grandmother). Your office contacted the school and determined that (b)(6); School should not be releasing any information to (b)(6); Ms. (b)(6); (b)(7) (principal at the time) assured your office it would not happen again. I have enclosed a copy of the letter.

On June 30, 2009 (b)(6); signed a "Power of Attorney" to (b)(6); which states that the "power is not intended to exceed one year". However, Michigan law states that to be a valid "Power of Attorney" a person may delegate to another person a parent's rights for a "Period Not Exceeding 6 Months". This would mean the "Power of Attorney" has not been valid because it exceeded the six month limitation right from the beginning. Even at best, it would have expired on December 30, 2009.

I also went to the Michigan Court of Appeals on "Power of Attorney" that (b)(6); previously gave (b)(6); (b) The court didn't rule in my favor, but clarified that the "Power of Attorney" is only valid if it is for 6 months at a time.

I contacted Mr. (b)(6); (b)(7)(C) the principle at (b)(6); schools at the present time. I asked he if there is a new "Power of Attorney" in the file. He told me "NO". I then informed him that Michigan Law states that to be a valid "Power of Attorney" a parent can only transfer their rights for a maximum of 6 months at a time. I told him that I do not want (b)(6); (b) to receive any records from the school. He told me he would check into it. He then sent me a letter back dated January 25, 2010, that states under the FERPA he is going to continue sending (b)(6); all information even though she does not have any rights.

I don't agree with this (again) and the school can't produce any actual document that states that (b)(6); signed to release any school records to (b)(6); I would like you to investigate this and take appropriate action.

Thank You

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

FAX TRANSMITTAL FORM

To: Family Policy Compliance Office  
Name:  
CC:  
Phone: 202-260-3887  
Fax: 202-260-9001

From: (b)(6); (b)(7)(C)  
Date Sent: June 7, 2010

Number of Pages: 8

Message: Attached to this fax is an Official Complaint Against (b)(6); (b)(7)(C) School.

**VIA FAX: 1-202-260-9001**

(b)(6); (b)(7)(C)

June 7, 2010

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5901  
Phone: (202) 260-3887

**COMPLAINT**

Please be advised this is an official complaint against (b)(6); High School for not providing my son (b)(6); (b)(6); school records to his new school (b)(6); (b) (b)(6); (b) (b) School. On October 13, 2009 I requested my son (b)(6); (b)(6); school records from (b)(6); (b) School as of April 16, 2010 (b)(6); (b)(7)(C) had not received the school records so they completed the IEP based on information I provided, observations, and their evaluation. Please see attachments. As of May 28, 2010 Ms. (b)(6); counselor at (b)(6); (b)(7)(C) stated "to date we have not received records from (b)(6); (b) School in reference to (b)(6); (b)(6);

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

FAX TRANSMITTAL FORM

To: Family Policy Compliance Office  
Name:  
CC:  
Phone: 202-260-3887  
Fax: 202-260-9001

From: (b)(6); (b)(7)(C)  
Date Sent: June 7, 2010  
Number of Pages: 8

Message: Attached to this fax is an Official Complaint Against (b)(6); (b)(7)(C) High School.

(b)(6); (b)(7)(C)

VIA FAX: 1-202-260-9001

(b)(6); (b)(7)(C)

June 7, 2010

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5901  
Phone: (202) 260-3887

COMPLAINT

Please be advised this is an official complaint against (b)(6); (b)(7)(C) School for not providing my son (b)(6); (b)(7)(C) school records to his new school (b)(6); (b)(7)(C) School. On October 13, 2009 I requested my son (b)(6); (b)(7)(C) school records from (b)(6); (b)(7)(C) School as of April 16, 2010 (b)(6); (b)(7)(C) had not received the school records so they completed the IEP based on information I provided, observations, and their evaluation. Please see attachments. As of May 28, 2010 Ms. (b)(6); (b)(7)(C) counselor at (b)(6); (b)(7)(C) stated "to date we have not received records from (b)(6); (b)(7)(C) School in reference to (b)(6); (b)(7)(C)

(b)(6), (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, D.C. 20202-4605

**RE: Violation Of FERPA**

I hereby lodge an official complaint against the School District of Virginia Beach City Public Schools on behalf of my son (b)(6), (b)(7)(C) who attends (b)(6), (b)(7)(C) School for a violation of the Family Educational Rights and Privacy Act of 1974.

Mrs. (b)(6), (b)(7)(C) the Assistant Principal at (b)(6), (b)(7)(C) School, inappropriate shared confidential information, regarding my son without having a release of information authorizing this communication.

On February 22, 2010, I participated in an IEP meeting for (b)(6), (b)(7)(C) Mrs. (b)(6), (b)(7)(C) was representation my son's interest as a special education advocate. At no time did the school require, request, or provide, a release of information for Mrs. (b)(6), (b)(7)(C) to be present. After the meeting was terminated early, by school personnel, Mrs. (b)(6), (b)(7)(C) Mrs. (b)(6), (b)(7)(C) and a special education coordinator stayed after I left the meeting to discuss concerns related to (b)(6), (b)(7)(C)

When Mrs. (b)(6), (b)(7)(C) allowed, Mrs. (b)(6), (b)(7)(C) to stay and discuss issues related to my son's special education needs, without having a release of information authorizing this, she violated my rights and my son's rights to privacy.

On March 26, 2010, I had a meeting with the Assistant Superintendent Dr. (b)(6), (b)(7)(C) the Principal at (b)(6), (b)(7)(C) School Mr. (b)(6), (b)(7)(C) and the Director of Special Education to discuss Mr. (b)(6), (b)(7)(C) continued and ongoing harassment of me and my son. I informed all members at this meeting that, Mrs. (b)(6), (b)(7)(C) inappropriate shared confidential information, regarding my son without having a release of information authorizing this communication. No one acknowledged this specific concern or stated that my concern would be addressed.

Virginia Beach City Public School has an "internal" policy which states that School personnel will not participate in meetings or other forms of communication with representatives unless the responsible party also participates in the meeting or communication. This policy also states that a signed disclosure form must be in the student's file for any representative participating in such meetings or communication.

(Enclosure)

Yours Truly,  
(b)(6), (b)(7)(C)



To Whom This May Concern:

I have tried to get a past college to send me an official copy of my transcript to no avail. They have sent me 2 copies of unofficial transcripts that I cannot use. Please help as I do not want to retake and repay for this class. The school I am trying to obtain an official copy from is:

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I would like to know if I can take them to court or this is a formal complaint, can I sue them... what are my options?

Thank you for your time and attention.

I did contact them by mail, and she said she knew the laws, but in the 3 months I have been asking for them, they have not sent me a valid copy.

Today's date: 04/30/10

(b)(6); (b)(7)(C)

June 11, 2010

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5901



Dear Family Policy Compliance Office:

My daughter, (b)(6); (b)(7)(C), attends (b)(6); (b)(7)(C) here in Pittsburgh, Pennsylvania. Today, an incident of major concern occurred. An incident, which has put my daughter(s) and our family at risk for harm regardless of whether or not the man on the phone was my children's biological father.

A man who identified himself as my daughter's father contacted (b)(6); (b)(7)(C) and spoke with my daughter's counselor, (b)(6); (b)(7)(C) gave the man on the phone information pertaining to my daughter that violates her written request, on file at (b)(6); (b)(7) not to give her father, let alone a man who identified himself as her father, ANY information pertaining to her. His disclosure to the man on the phone violates Family Educational Rights and Privacy Act (FERPA), and my daughter's right to privacy.

FERPA states: When a student turns 18 years of age or attends a postsecondary institution, the student, and **not the parent**, may access, seek to amend, and consent to disclosures of his or her education records.

Despite a FERPA violation, and a written letter on file at the school, (b)(6); (b)(7) also offered to send education records to **this man** with no possible way of knowing if he was truly talking to my daughter's father. (b)(6); (b)(7)(C) did not advise my daughter, after the fact, what information he was sending to the man on the phone. Information that may have included private facts such as our address let alone identifiable information such as my daughter's birthdate and social security number.

(b)(6); (b)(7)(C) should have been alerted (Confidentiality 101) to the inquiry because a father with a positive and on-going relationship with their child would not have to call to solicit information. (b)(6); (b)(7) should have checked my daughter's school file, and, at the very least, requested a written request from the man on the phone, as outlined in FERPA for access to records of students. Upon receipt of a written request from the man on the phone, he should have obtained my daughter's consent BEFORE he sent her records.

(b)(6); (b)(7) advised my daughter, after the violation, that he had spoke with "her father". His response to my daughter's dissatisfaction was, "He is your biological father, he has the right to know, and he is a nice guy." If the nice guy on the phone was truly my daughter's "biological" father, the following outlines how much of a nice guy he is:

- (b)(6); (b)(7)(C)

- (b)(6); (b)(7)(C)

- (b)(6); (b)(7)(C)

- (b)(6); (b)(7)(C)

(b)(6); (b)(7) His offer for an email address was merely thanking (b)(6); (b)(7) for providing information other personnel at (b)(6); (b)(7)(C) had refused to give him in the past.

- (b)(6); (b)(7)(C)

- (b)(6); (b)(7)(C)

Now, thanks to (b)(6); (b)(7)(C) we have to fear that he will disrupt (b)(6); graduation ceremony. She had no plan to invite him. He has been a long time source of pain and suffering for all of us, especially the children. Unfortunately, the damage has been done.

Sincerely,

(b)(6); (b)(7)(C)

cc: Pittsburgh Board of Education Parent Hotline via email

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)





## FERPA.Customer

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**From:** (b)(6); (b)(7)(C)  
**Sent:** Monday, May 10, 2010 10:41 AM  
**To:** FERPA.Customer  
**Subject:** RE: Follow up -School Records - Emergency contact card  
**Attachments:** 0618\_001.pdf; 1060\_001.pdf

Please find scanned copy of letter sent to (b)(6); (b)(7)(C) requesting to inspect/review my son's record. It was sent by certified mail so I have also attached the return receipt. Unfortunately, I have not heard from the school.

Please advise if you can help me with this matter. I will greatly appreciate it.

Kind regards,

(b)(6); (b)(7)(C)

-----Original Message-----

**From:** (b)(6); (b)(7)(C)  
**Sent:** Tuesday, March 23, 2010 9:54 AM  
**To:** 'ferpa.customer@ed.gov'  
**Subject:** RE: Follow up -School Records - Emergency contact card

Ok, thanks for your prompt reply. Advise status of my complaint filed in due course of time.

-----Original Message-----

**From:** Ferpa.Client@ed.gov [mailto:Ferpa.Client@ed.gov]  
**Sent:** Tuesday, March 23, 2010 9:29 AM  
**To:** (b)(6); (b)(7)(C)  
**Subject:** RE: Follow up -School Records - Emergency contact card

(b)(6); (b)(7)(C)

You can not keep contacting me on this email address please use the following address:

As I explained during our conversation on March 17, 2010, if the information is kept in the education record then it is protected under FERPA.

Jo Elaine Smith  
Program Specialist  
Family Policy Compliance Office  
202-260-3887

-----Original Message-----

**From:** (b)(6); (b)(7)(C)  
**Sent:** Tuesday, March 23, 2010 9:25 AM  
**To:** (b)(6); (b)(7)(C)  
**Subject:** Follow up -School Records - Emergency contact card

Ms. Jo Elaine,



Thank you for taking the time to talk to me. I will make a formal request to review/inspect my son's emergency/release card. In meantime, please confirm as per our telephone conversation that an emergency card is considered a school record under FERPA regulations.

Regards,

(b)(6); (b)(7)(C)

-----Original Message-----

From: JoElaine.Smith@ed.gov [mailto:JoElaine.Smith@ed.gov]

Sent: Tuesday, March 16, 2010 11:02 AM

To: (b)(6); (b)(7)(C)

Subject: Out of Office: Follow up -School Records - Emergency contact card

I will be out of the office from March 8 - 15, 2010. I will return on March 16, 2010.

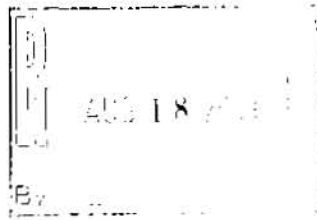




(b)(6); (b)(7)(C)

June 4, 2009

Ricky Norment  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave S.W.  
Washington D.C. 20202-5920



Dear Mr. Norment,

As always, thank you in advance for your prompt and courteous attention to this very sensitive matter.

It is with profound sadness that I express to you how painful it is to be helpless in the face of a bully, but the California Office of the Attorney General, refuses to comply with my requests to turn over a complete and unadulterated copy of my student file. I desperately need whatever assistance your agency can provide so that full disclosure is made. Previously documents which were disclosed through a FEPPA request were not disclosed in the most recent copy of my student file. This discrepancy evidences a cover-up, and I am in the process of directing my attention to those documents intentionally removed because I know that they contain evidence the Office of the Attorney General does not want me to see. Regardless, absolute, complete, and full disclosure of all documents has been made to no avail whatsoever.

The (b)(6) has many rights under the constitutional amendment that created it; however, usurping the federal regulations which is bound to abide by the 14<sup>th</sup> Amendment is a threat to the National Security of the United States, and while California's economy which relies on the free-marketplace of ideas continues to deteriorate, without academic freedom, one side of the economic chain that once pulled our economy will have to rely on the other side to push it, and that side relies on prison labor. Clearly this is a disaster waiting to happen. I am powerless to do anything about it despite the fact I have made every effort using every avenue I know to obtain full disclosure so that I can expose this injustice and let everyone know what is really happening here. Members of the media have agreed to accompany me to the University; however, the University has refused to meet with me.

Although there was no pending litigation, it is clearly appalling for the Office of the Attorney General to summarily declare documents it finds just as appalling as I do because they demonstrate a covert, concerted effort to contravene the implied contractual obligations made by the University. Claiming that certain documents are inadmissible is absurd. It demonstrates that there are legal grounds for me to bring action; however, I am powerless to do because I do not have the legal training or knowledge.

In addition to examining why there is nearly \$3.5M missing from a federal grant made to the (b)(6); (b)(7)(C) at (b)(6); (b)(7)(C) I urge you to halt any further allocation of federal funds to (b)(6); (b)(7)(C) immediately until full disclosure is made.

(b)(6); (b)(7)(C)

Please make it abundantly clear to the Office of the Attorney General that I am entitled to my whole student file.

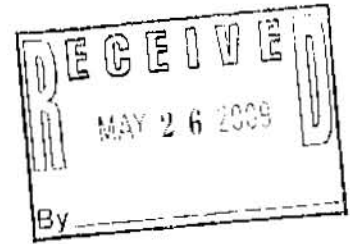
Respectfully,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

May 17, 2009

Ricky Norment  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave S.W.  
Washington D.C. 20202-5920



Dear Mr. Norment,

Thank you again for your assistance.

On April 18, 2005, I delivered the attached letter to Dean (b)(6); (b)(7)(C) assistant, (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) requesting the (b)(6); (b)(7)(C) convene a FERPA hearing to correct inaccuracies.

Ms. (b)(6); (b)(7)(C) verbally told me, "You're not supposed to be here.", she then got up from her chair and charged me out of her office into the hallway. She tossed the letter like a paper airplane then slammed the door of her office. What really upsets me about this is the fact I was diving to catch the letter before it hit the floor when she slammed the door. Had my head been another inch or two within the threshold, with the force she used to slam the door, my skull would have been shattered.

(b)(6); (b)(7)(C) eventually signed a false statement in the form of a written declaration stating that I attacked her with a "cane". A University Campus Police report, which was only recently obtained, mentions the fact that I "brandished" a letter. That letter is attached, and the police report which proves that I attempted to deliver it, and did deliver it to University officials.

Although I should not have to prove to you the fact that her story is completely false, I know that should you initiate a formal investigation, the University is going to tell you that I was a violent student and threatened to kill its administrators and they will do that strictly for the purpose of blind-siding you as I believe they have already done as far as the Office of Civil Rights is concerned. Regardless of my false arrest, and the no contest plea entered into because I was essentially threatened, I believe it was the intention of the University that utilized the L.A. District Attorney to impose a three-year order essentially barring me from communicating with anyone related to the University.

If you review the police report of the alleged incident, note the difference in time from when the incident occurred to the time it was reported. The Computer Assisted Dispatch from the 911 call came in at 10:12 a.m., but I dropped the letter off well in advance of

**641 Van Ness Court Upland, California 91786**

my arrival at my job with the faculty union approximately 8:45 a.m. Had I really assaulted (b)(6); (b)(7)(C) with a deadly weapon no less, why did it take her an hour and a half to dial 911? The answer to that is simple, first, I didn't attack her with a deadly weapon, second (b)(6); (b)(7)(C), the party responsible for the false inaccuracies contained in my file that I was trying to correct didn't arrive to work until 10:00 a.m.

My purpose in sharing the police report with you is not to tell you that I need your assistance in correcting it, but to demonstrate the manner in which these malicious and vindictive University official retaliated against me for demanding a FERPA hearing. A student should not have to risk losing his life, being falsely arrested on trumped up charges in order to get a FERPA hearing.

I urge you to undertake a formal investigation, and if possible coordinate the investigation with the Office of Civil Rights who, mathematically speaking, is incompetent because they have summarily dismissed my complaint on the basis that it was not filed within 180 days, which is completely false. The violation of civil rights occurred on May 25, 2005. It was reported on December 27, 2005. As I am certain the University will attempt to do unto you, I believe the OCR have been blind-sided by all of the false and unfounded allegations, convictions, and what have you (They have even reduced me to being mentally incompetent as some kind of schizophrenic, but the University I went to was not a figment of my imagination.). Do not be misled or deceived by the unequivocal truth that prior to requesting my student file and filing a complaint with the D.O.E., I had no criminal history, no record of violent behavior. I was a candidate for the teaching program and had been cleared by the California Commission on Teacher Credentialing.

Once again, I thank you for your assistance in helping me obtain an impartial FERPA hearing. If anything, by requesting your assistance, I hope you will know that if something happens to me prior to that hearing, the University is responsible. If you have any questions, I can be reached by cell phone at (b)(6); (b)(7)(C)

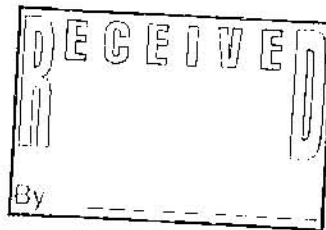
(b)(6); (b)(7)(C)

Respectfully,

(b)(6); (b)(7)(C)

May 6, 2009

Ricky Norment  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave S.W.  
Washington D.C. 20202-5920



Dear Mr. Norment,

By way of this letter, I wish to bring the following update to your attention.

Yesterday, on 5-5-09, I met with Deputy Attorney General (b)(6); (b)(7)(C) in downtown Los Angeles at the California Department of Justice Office of the Attorney General. The meeting lasted approximately four hours and consisted of mutual agreements to disagree, review of my student files (which as predicted contained well document violations of the state employees regulations for conducting business within the course and scope of employment). In addition, the file evidences what I believe is all the evidence I need to have my criminal convictions vacated (Although such an endeavor has such a high standard for proof that it would probably be easier to climb Mt. Everest than to convince the court to vacate, but I've got nothing to lose).

My colleague, Abraham Lincoln once said, "The Law cannot be taught, it must be learned by doing it". I rendered a check to (b)(6); (b)(7)(C). She agreed to forward me a comply copy of the file. I was shocked to learn that the University actually has to pay for legal services from the Attorney General, but any University whose core values contained in their Mission Statement is to have an environment of honest-open communication which fosters debate, (b)(6); (b)(7)(C) had no business determining that my very sensitive and important matters were "closed".

(b)(6); (b)(7)(C) informed that the file would be paginated so as to expedite the FERPA hearing process; however, I became uncomfortable when she began recanting release of the file stating that some documents are considered "attorney-client work product". From the very beginning of the meeting we mutually agreed that I have exhausted all legal remedies; therefore, since there is no pending litigation, discussion of portions of my documented student file as being non-admissible, evidences what some might consider "back-peddling". Another issue of serious concern pertains to her express statement that my student disciplinary file is separate and apart from my student file, and she was adamant that that portion of the file (The one containing the most outrageous inaccuracies of all) would not be included in the FERPA hearing.



(b)(6); (b)(7)(C)

documented student file as being non-admissible, evidences what some might consider “back-peddling”. Another issue of serious concern pertains to her express statement that my student disciplinary file is separate and apart from my student file, and she was adamant that that portion of the file (The one containing the most outrageous inaccuracies of all) would not be included in the FERPA hearing.

Alan “The Frankfurter” Gershewitz, one of the leading Appellate Attorney’s in the United States, has made it unequivocally clear that the disciplinary file is part of the student file; therefore, I must impose upon you to please notify (b)(6); (b)(7)(C) in advance of the FERPA hearing of the following:

1. The FERPA hearing must be conducted before an impartial representative of the University. Since (b)(6); (b)(7)(C) has filed papers indicating that she is a witness who could testify to certain facts, and because of the criminal complaint she brought against me (false and unfoundedly I might add; however, it’s a subjective standard), I do not believe that it would fair, nor within the FERPA guidelines for (b)(6); (b)(7)(C) to serve in that capacity.
2. The disciplinary file (as opposed to those files maintained by the University Campus Police which are public and not part of the file) all of those file in addition to files maintained by the registrar, and other officials, in their totality, combined together make up the sum of my student file.

As you know, I am currently a law student preparing for the upcoming FYLSE, and at the same time preparing the motions which I must file by the end of May, or forever waive my right to contest my convictions. I would be forever indebted to you if you could in any way assist in expediting this matter. Given the fact, I requested a FERPA hearing from the University nearly four years ago, if it weren’t for the Family Policy Compliance Office, I have no doubt that I might not ever have seen my student file.

Thank you again for your professional assistance, and if I should ever visit Washington D.C., I would like to take you to lunch at the *Americana* near Grand Central Station.

Respectfully,

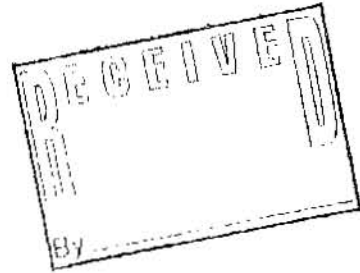
(b)(6); (b)(7)(C)

p.s. The meal would have to cost less than \$20.

(b)(6); (b)(7)(C)

April 30, 2009

Ricky Norment  
U.S. Department of Education  
Family Policy Compliance Office  
400 Maryland Avenues S.W.  
Washington D.C. 20202-5920



Dear Mr. Norment,

Thank you in advance for your assistance with this matter.

(b)(6); (b)(7)(C) with the California Department of Justice/Office of the Attorney General has possession of my file alleged to be approximately 1,000 pages; however, the exact number is unknown, and she has told me that her office does not have the resources to count the number of pages. I have no problem paying for my student file, if she could tell me how many pages it consists of; furthermore, I only need pages 390 through???

(b)(6); (b)(7)(C) represents the state employees who maliciously framed me before, and even she has made false reports to police that I threatened her, and she continues to make claims that my efforts to obtain my student file are an attempt to harass her. Her definition of harassment is asinine. I am perfectly justified in requesting my student file, and I would appreciate it if your office could assist me in obtaining it.

As you know, I believe there is substantial evidence that I will need in order to seek a court order vacating my criminal convictions. Since I requested my student file in November, I would appreciate it if you could do your best to expedite this matter.

Respectfully,

(b)(6); (b)(7)(C)

[Redacted signature area]

(b)(6); (b)(7)(C)

10/21/2009

Ricky Norment  
Family Policy Compliance Office  
U,S, Department of Education  
400 Maryland Ave S.W.  
Washington D.C. 20202-5920

Dear Mr. Norment,

As always, thank you in advance for you prompt and courteous attention to this very sensitive matter.

It is with profound sadness that I express to you how painful it is to be helpless in the face of a bully, but the California Office of the Attorney General, refuses to comply with my requests to turn over a complete and unadulterated copy of my student file. I desperately need whatever assistance your agency can provide so that full disclosure is made. Previously documents which were disclosed through a FEPPA request were not disclosed in the most recent copy of my student file. In addition, the manner in which the 507 page file is compiled makes no sense.

Although you may be under the impression that as an attorney, the Office of the Attorney General knows what constitutes attorney-client privilege; however, they aren't as honest as you might think. They were retained by the (b)(6); (b)(7)(C) and will not do anything which does not serve the interests of the University which includes a lot of lying, and misrepresentation of facts.

Please make it abundantly clear to the Office of the Attorney General that the manner in which the records are disclosed must be chronologically order, then advise her that it is the Universities responsibility to repaginate them before I can make a reasonable response. Attached is a copy of a letter to Deputy Attorney General (b)(6); (b)(7)(C) for your review.

Respectfully,

(b)(6); (b)(7)(C)

**Norment, Ricky**

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**From:** FERPA.Customer  
**Sent:** Monday, February 22, 2010 10:10 AM  
**To:** Norment, Ricky  
**Subject:** FW: FERPA VIOLATIONS

**From:** (b)(6); (b)(7)(C)  
**Sent:** Friday, February 19, 2010 9:42 PM  
**To:** FERPA.Customer; Norment, Ricky  
**Subject:** FERPA VIOLATIONS

TO WHOM IT MAY CONCERN:

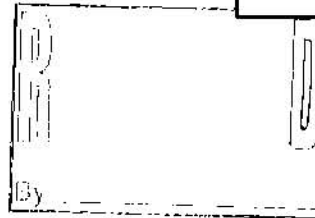
I appreciate your assistance in helping me to encourage my University to comply with FERPA rules. Approximately 12 pages of my 507 page student file are uncontested. The remaining 495 pages are inaccurate and misleading and I have on numerous occasions, as early as April 18, 2005 requested a hearing. No hearing has been scheduled, and the Universities attorney has failed to comply. I am livid; however, I have faith in the ability of your organization to assist me.

Please contact me at your earliest convenience.

Respectfully,

(b)(6); (b)(7)(C)

To Whom It May Concern:  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave, SW  
Washington, DC 20205-920



(b)(6); (b)(7)(C)

I am a former student of (b)(6); (b)(7) University who had been admitted into the School of Social Work Master's Program in the Fall 2007. During that 1<sup>st</sup> semester of the program, I was enrolled as a full time student. The 1<sup>st</sup> semester courses included a requirement to complete 280 hours of on hand field placement at a local social service providing agency. I was unable to complete the hours as the person whom supervised me requested that I not return. The MSW program conducted a Student Review Committee meeting with me to discuss the matter. During the Student Review Committee I was asked questions about my ethnic origin and my status as a military veteran. I was told my ethnicity and having been in the military may not be a "good fit" for the social work field. I was informed that I would be provided a new field placement agency for the 2<sup>nd</sup> semester hours as well as to complete the 1<sup>st</sup> semester hours but would have an "Incomplete" as my grade for the 1<sup>st</sup> semester Field placement.

I was not provided the opportunity to complete the hours at a new agency but instead was required to attend a 2<sup>nd</sup> Student Review Committee meeting. This 2<sup>nd</sup> meeting took place for about 10 minutes where I was directed to drop all my courses, dis-enroll from (b)(6); (b) University and to obtain an assessment from the Office of Special Student Services as well as an assessment from the University Counseling Center. Later the Dean of Student Affairs for the School of Social Work also advised me that my ethnicity and having been in the military may not be a good fit for the social work field and that I should consider another field. She stated she would allow me to continue attending the courses that I was enrolled in for the 2<sup>nd</sup> semester and she that my continuing the MSW program beyond the 2<sup>nd</sup> semester would be based on my completing an assessment by the Office of Student Affairs and the University Counseling Center.

I was very much interested in completing the program so I complied with the Dean's and Student Review Committee's wishes and I obtained an assessment from the Office of Student Affairs. I also completed 8 sessions of counseling at the University Counseling center followed by several days of testing. During the testing at the University Counseling center, I was given several personality tests including the MMPI-2 and the Welscher's Blot test. The testing included written and verbal questions that seemed bias as I would provide my answers but the "tester" would shake her head communicating that I gave an incorrect answer or that she did not agree with my answer. I was also asked a series of questions about my national origin, my sexual orientation, my sexual history as well as my military history. I completed the "counseling" and "testing" requirements and was informed that the results would be provided to the School of Social Work. I was not provided any documentation from the "counselor" or the "tester" at the (b)(6); (b) University Counseling Center. When I inquired with my advisor about

registering for the following semester, I was told that I could not register for the following semester until the results of the assessments were received.

I was not provided feedback on the results of the assessments from the University Counseling Center, however without any explanation or justification I was not allowed to return to (b)(6); (b) University to continue the social work master's program for the Fall 2008 semester, which is my current standing at this point. I have sent requests for my records to the Director of (b)(6); (b) University Counseling Center both in writing and over the phone. I also request copies of my school records from the School of Social Work and I was told that normally the Dean of Academic Affairs would provide me the records but since the Social Work Dept does not have a Dean of Academic Affairs then I am unable to obtain copies of my student records.

I had made several requests to see my student records and have been ignored. This is a violation of the FERPA and I am asking that this matter be investigated. I grant permission to the Family Policy Compliance Office to view and obtain my student records at the (b) School of Social Work, as well as obtain copies of my file at the University Counseling Center at (b)(6); (b) University. My student ID is (b)(6); (b)(7)(C) I also have reason to believe that my student records have been shared with outside parties without my permission.

My Academic Advisor is (b)(6); (b)(7)(C) my Field consultant was (b)(6); (b) (b)(6); (b) my field supervisor was (b)(6); (b)(7)(C) the Dean of Student Affairs was (b)(6); (b)(7)(C) The Dean of the School of Social Work is Dean (b)(6) the "counselor" at the University Counseling Center was (b)(6); (b)(7)(C) and the "tester" was (b)(6); (b)(7)(C). I have attached some supporting documents.

I thank you in advance for your concern and interest in this matter. Please send all correspondence to this letter to the above address. I can also be contacted at

(b)(6); (b)(7)(C)

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

To Whom It May Concern:  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Ave, SW  
Washington, DC 2020-5920

JUN 30 2009

I am writing this letter to follow up on my concerns that I had been denied access to my school records at (b)(6); (b) University. On March 11, 2009, I submitted a letter to the Family Policy Compliance Office and I still have not been provided copies of my school records from when I was a student in the School of Social Work at (b)(6); (b) University, nor have I been provided copies of my records from the (b)(6); (b) University Counseling Center in which I was directed to attend counseling and undergo several psychological and personality tests.

I was not provided feedback on the results of the assessments from the (b)(6); (b) University Counseling Center, however without any explanation or justification I was not allowed to return to (b)(6); (b) University to continue the social work master's program for the Fall 2008 semester, which is my current standing at this point.

I had made several requests to see my student records and have been ignored. This is a violation of the FERPA and I am asking that this matter be investigated. I grant permission to the Family Policy Compliance Office to view and obtain my student records at the (b)(6); (b) School of Social Work, as well as obtain copies of my file at the University Counseling Center at (b)(6); (b) University. My student ID is (b)(6); (b)(7)(C) I also have reason to believe that my student records have been shared with outside parties without my permission.

My Academic Advisor is (b)(6); (b)(7)(C), my Field consultant was (b)(6); (b) (b)(6); (b)(7)(C) the Dean of Student Affairs was (b)(6); (b)(7)(C) The Dean of the School of Social Work is Dean (b)(6); (b)(7)(C) the "counselor" at the University Counseling Center was (b)(6); (b)(7)(C) and the "tester" was (b)(6); (b)(7)(C). I have attached some supporting documents.

I thank you in advance for your concern and interest in this matter. Please send all correspondence to this letter to the above address. I can also be contacted at

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Tuesday, March 30 , 2010

I, (b)(6); (b)(7)(C) attend (b)(6); (b)(7)(C) College was cut out of my class: do to the attendance policy Wednesday March 24<sup>th</sup>. (b)(6); (b)(7)(C) College states , you have the right to appeal withdrawal, you must also see the appropriate administrator within 5 school days of the notice , and to continue to attending classes or programs until a decision is made regarding your appeal. I was scheduled to attend intermediate English which is instructed by (b)(6); (b)(7)(C) I attended the class at 12:15, and asked Ms. (b)(6); (b)(7)(C) what dates was she referring to. She proceeded on to make a joke of me, and racially profiled me. She stated that I could not be there if I were cut out, but the policy said different. She then proceeded on to have me escorted out the classroom. She stated how "disrespectful you people are". Assuming referring to my race. This is an issue that needs to be looked at. This teacher can not make bias decisions which affects students.

And in addition ,I feel like grievance time should be given to students, I lost my brother February 4, 2010. I still completed all my work but my tardies and absences have affected my transcript. The Dean of Student Affairs feels like a major death of a caretaker/immediate relative is significant.

PH

(b)(6); (b)(7)(C)

X







(b)(6); (b)(7)(C)

February 3, 2009

FERPA  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington D.C. 20202-4605



To Whom It May Concern:

I would like to formally file a complaint against the Central Bucks School District – (b)

(b)(6); (b)(7)(C) School (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) – (b) (b)(6); (b) Principal. After specifically signing a form stating that my wife

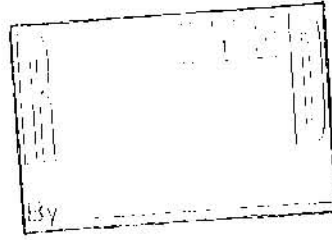
and I did not want our names, address or telephone number published in the school directory, our personal information was still given to members of the Home School Association. When I inquired of the Home School Association representative, Mrs. (b)(6); (b)(7)(C) that was calling my house as to how she received my telephone number, she stated that it was given to her by the school. The Home School Association is a private, volunteer parent association that is not contracted by the school to perform any tasks related to the functioning of the school, yet my unpublished telephone number is now public information. Since this incident, I have received telephone calls from other parents, whom I do not know, that should not have access to my phone number.

My telephone number is also linked to my various credit cards, insurance policies, bank accounts, satellite subscriptions, etc. This is a number that is used, in part, to identify me when I contact these various agencies. I did not want my unlisted number published, because my wife and I enjoy our privacy and are always concerned about identity theft. I am not certain of the penalty for this type of violation, but in addition to whatever your agency's usual practice is, we are most concerned with Mr. (b)(6); (b)(7) distribution of our private information. We were under the impression that once we signed the form keeping us out of the directory that our personal information would be safe; however, I am not certain that this is true any longer.

Thank you for your time and attention to this matter.

(b)(6); (b)(7)(C)

(b)



(b)(6); (b)(7)(C)

May 23, 2010

Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, D.C. 20202-4605

To Whom It May Concern:

We as parents have been requesting copies of our children's educational records but the school directs us elsewhere, ignores our letters or states that parents are not entitled to them.

Enclosed is a copy of a letter I am mailing to each of the individuals at the school whom I have either spoken to or written.

I made my first request October 6<sup>th</sup>, 2009 and would like to receive the records before the school year ends. Can you assist us in this matter? Thank you for your response.

Sincerely,

(b)(6); (b)(7)(C)

**RE: FERPA complaint**

Gammill, Paul

**Sent:** Friday, January 08, 2010 10:14 AM

**To:** Miles, Regina

Thanks

**From:** Miles, Regina

**Sent:** Friday, January 08, 2010 10:13 AM

**To:** Gammill, Paul

**Subject:** Re: FERPA complaint

I can send a letter and refer her to IDEA and include a complaint form

**From:** Gammill, Paul

**To:** Miles, Regina

**Sent:** Fri Jan 08 09:10:24 2010

**Subject:** FW: FERPA complaint

Regina, Can you sent this family a complaint form and a note on their local IDEA office

**From:** (b)(6); (b)(7)(C)

**Sent:** Thursday, January 07, 2010 7:31 PM

**To:** Gammill, Paul

**Cc:** (b)(6); (b)(7)(C)

**Subject:** FERPA complaint

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920  
Attention Mr. Paul Gammill, Director

Mr. Paul Gammill:

This letter is a complaint under Family Educational Rights and Privacy Act.

Under FERPA, 20 U.S.C. § 1232g, a parent or eligible student has a right to inspect and review the student's education records and to seek to have them amended in certain circumstances. A parent or eligible student must also provide a signed and dated written consent before an educational agency or institution discloses personally identifiable information from education records. Exceptions to this requirement are set forth in § 99.31(a).

My Local Education Agency, Fairfax County Public Schools in the Commonwealth of Virginia, lost and disclosed personally identifiable information about my son (b)(6); (b)(7)(C) FCPS lost a file that was in his scholastic file and a very important part of his Individual Education Plan. It is a written report of my son, a

(b)(6); (b)(7)(C) Dates Tested: March 4 and 7, 2008, written by (b)(6); (b)(7)(C), and (b)(6); (b)(7)(C) This report was given from us to FCPS on June 2008.

My wife and I discovered this loss and disclosure during a November 24th, 2009, IEP meeting where she and I referred to the report. The FCPS IEP team members could not find the report and then disclosed to us that they must have misplaced it. I told them I was very concerned about this loss and that they needed to find the report to stop disclosure. We then gave them a photocopy of our report, while initialing each page to identify it as a replacement copy to continue the IEP meeting. FCPS said they would search for their original to replace it in the scholastic file. This IEP meeting was audio recorded by FCPS and by us.

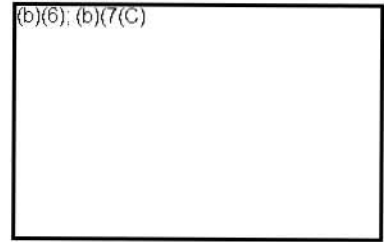
On December 12th, 2009, during another IEP meeting which was audio recorded, I asked about the status of the report and their search. We needed the report to be found to stop disclosure. FCPS said that they had spoken to an employee who, at one time, had with the report. She told them that it was lost. FCPS told me that it had then stopped the search, that they would no longer continue searching and that I should have no concerns since my initialed replacement copy from November 24<sup>th</sup>, was in the file. I thought they were joking but they were serious.

I described to them easy solutions to protect against this type of loss and disclosure. They should keep a written log of the contents of the file, keep locked the file room door, record a log of those employees that enter the room and which files they access. FCPS has not communicated to me any assurance that they have improved their procedures and protections for their students.

Lastly, the report has never been found. The report needs to be returned to us to stop disclosure and protect my son's personally identifiable information. FCPS needs to make amends to (b)(6); improve itself and adhere to FERPA.

Regards,

(b)(6); (b)(7)(C)



Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington DC 20202-5920

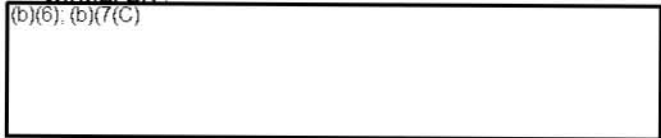
November 9, 2009

Dear Sir/Madam,

My ex-mother-in-law works at the school district as the secretary to the principal of the high school. On more than 1 occasion a teacher has discussed grade concerns and issues about my sons with her, (as she is the grandmother). She then goes to the father. The teachers concerns are never in an email or regular mail to me or the father and we never get a phone call from the teacher. It is almost like this teacher is relying on the grandmother for notification. Is this a violation of the FERPA law? Also is it a violation for the grandmother to view the children's grades at her leisure and then discuss them with the father? I do not believe that the father has inquired about the grades; she just takes it upon herself to do it. She is not a legal guardian and so I feel she does not have a legitimate reason to be involved with these records. Should I be filing a complaint with the school?

Thank you so much for your time.

Sincerely





## Family Educational Rights and Privacy Act (FERPA) Complaint Form

1. Name and address of parent or eligible student filing complaint ("Complainant"):

(b)(6); (b)(7)(C)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Complainant's daytime telephone number: (b)(6); (b)(7)(C)

3. Name and age of student whose education records are subject of this complaint:

(b)(6); (b)(7)(C)

\_\_\_\_\_

4. Name of educational agency or institution (include name of specific school district, State educational agency, or postsecondary institution that is the subject of the complaint):

(b)(6); (b)(7)(C)

\_\_\_\_\_

5. Name, title, address, and telephone number of chief school officer (superintendent of district, president of university):

(b)(6); (b)(7)(C)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Names and titles of school officials involved in the complaint:

(b)(6); (b)(7)(C)

\_\_\_\_\_

(b)(6); (b)(7)(C)

\_\_\_\_\_

(Continued on next page.)



7(a). *If you have been denied access to education records:* Provide the specific nature of the records, the date on which you requested access, the name of the official to whom you made the request, and any responses received.

(b). *If your or your child's education records have been improperly disclosed:* Provide the date on which the records were disclosed or the date you learned the records were disclosed, the name of the school official who disclosed the records (if known), the specific nature of the records disclosed, and to whom the records were disclosed.

(c). *If you are seeking to amend education records:* Provide the nature of the record you are seeking to amend, what exact information in the record you wish to amend, the date you submitted a request to amend, the name of the official to whom you made the request, and any responses received. (c). I was graduated in 1989 without my knowledge or permission. ( Nov. 5, 2001, enclosed)

(b)(6); (b)(7)(C) concurred, however, falsely claiming that my graduation is still valid based on a invalid petition (enclosed) substituting PE. 550 for PE. 217.

PE. 550 is a graduate course that needed a petition and endorsed by appropriate staff to count for undergraduate credit. (academic regulations enclosed) (No retroactive credit)

(b)(6); (b)(7)(C) (Dec. 1994) denied me a grievance based on a lie "The grievance process is only available to students who are currently enrolled in a degree program and taking courses". (grievance process, page 5, note 1, enclosed.

My course of action is to prove (FERPA hearing ) that my graduation was invalid, had I not graduated I would have been allowed to have a grievance and been able to make sure the substitutions, (b)(6); (b)(7)(C) made (teacher mis-conduct) counted for my teaching credential. I had already completed my student teaching and teacher training program before I allegedly graduated.

8. Describe briefly what steps you have taken, if any, to resolve your complaints with school officials and their response, if any: Grievance - denied, Dec. 6, 1994, (enclosed) Complaint - WASC, denied (Dec. 16, 1997) New complaint based on (b)(6); (b)(7)(C) false information in report to WASC, case is pending.

FERPA hearing - (b)(6); (b)(7)(C) does not appear to have procedures for a FERPA hearing. (DEC. 11, 2000, enclosed)

After many delays, (b)(6); (b)(7)(C) letter Aug. 15, 2007 threatens me, claims he will make the finale decision on the hearing, places me in a no win situation. (last paragraph Aug. 15, 2007) My response (undated to (b)(6); (b)(7)(C) response, Sept. 12, 2003, (enclosed), and then (b)(6); (b)(7)(C) s, Nov. 12, 2009, letter, claiming that this matter is closed. (b)(6); (b)(7)(C)

9. Complainant's signature: \_\_\_\_\_

Date \_\_\_\_\_

IDEAS: Individual Development to Education, Attitudes, & Solution Corp.

(b)(6); (b)(7)(C)

April 7, 2010.

Family Policy Compliance Officer  
U.S. Dept. Of Education  
400 Maryland SW  
Washington, D.C. 20202-5920



Re: (b)(6); (b)(7)(C)

Dear Sir or Madam,

I am writing to request an investigation into the Taunton Public School District, (b)(6); (b)(7)(C) Out of District Coordinator, for violation of privacy pursuant to FERPA and violation of confidentiality during a BS EA hearing.

(b)(6); (b)(7) is a student who suffers from serious emotional disturbance. The school district and other entities have denied his rights under IDEA. The parent filed for a BSEA hearing and the hearing officer even denied the parent the right to appeal her case by not providing a complete decision for over 90 days. During this 11 day hearing, the hearing officer chose to ignore all procedural safeguards violations, including the last day of hearing when (b)(6); (b)(7)(C) announced that he knowingly and deliberately ignored the hearing officer's instructions regarding confidentiality during the hearing.

(b)(6); (b)(7)(C) was allowed to testify regarding his actions and when the completed decision was finally provided, only after a superior court order, and a motion to compel was filed, did the parent realize that the hearing officer never addressed this blatant disregard of the BSEA Rules and instruction of the hearing officer. The hearing (b)(6); (b)(7), began sometime in May of 2009 and ended in August of 2009, however, the completed decision was not received until January of 2010. The parent needed the written transcripts to file to OCR as well as the completed decision to ensure that the privacy violations were not included in the final decision of the hearing officer.

#### THE ISSUE

(b)(6); (b)(7)(C) contacted the Taunton Probation Officer regarding a preconceived dispute over the parent's testimony.

Pursuant to Title 34 Education , Part 99 FAMILY EDUCATIONAL RIGHTS AND PRIVACY, subpart D, Sec. 99.30

“Under what conditions is prior consent required to disclose information”?

(a) the parent or eligible student shall provide a signed and dated written consent before an

educational agency or institution discloses personally identifying information from the students education records except as provided in section 99.31

- (b) the written consent must;
- (1) specified the records that may be disclosed;
  - (2) state the purpose of the disclosure; and
  - (3) identify the party all classes of all the parties to whom the disclosure may be made.
- © whether disclosures made under paragraph (a) of this section:
- (1) if a parent or eligible student so request, the educational agency or institution shall provide him or her with a copy of the records disclosed; and.
  - (2) if the parent of a student who was not an eligible student so request, the agency or institution shall provide the student with a copy of the records disclosed.

Pursuant to testimony of (b)(6); (b)(7)(C) on July 27, 2009, (b)(6); (b)(7)(C) disclosed that he contacted (b)(6); (b)(7)(C) Probation Officer of the Taunton Juvenile Courts regarding (b)(6); (b)(7)(C) and his electronic bracelet. (b)(6); (b)(7)(C) admits that he did not have consent from the parent to speak to (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) also testified that because (b)(6); (b)(7)(C) was on probation that he did not need consent from the parent to speak to (b)(6); (b)(7)(C) because the probation department is a part of DYS and they are all interested parties. (b)(6); (b)(7)(C) also stated that probation, DYS and the courts have always had an exchange of information regarding individuals when appropriate. Also, the law provides that the Probation Department must provide written request for the student records, this was never done. The parent provided all of (b)(6); (b)(7)(C) records to the individual that completed a comprehensive Clinical Evaluation.

(b)(6); (b)(7)(C) was also asked if children have constitutional rights, while in the custody or being held at a DYS facility, (b)(6); (b)(7)(C) did not answer that question. However, he acknowledged that (b)(6); (b)(7)(C) is a minor child. He further testified if probation felt that I was not entitled to the information they would have not pass it on.

When (b)(6); (b)(7)(C) was first held in DYS in June of 2008, (b)(6); (b)(7)(C) was aware and never provided any of his records to the courts. Furthermore, the juvenile justice system never requested any information regarding (b)(6); (b)(7)(C). Therefore, pursuant to FERPA, neither party had consent to disclose any personal identifiable information regarding (b)(6); (b)(7)(C)

Additionally, (b)(6); (b)(7)(C) violated confidentiality during a BSEA hearing in which he testified that he contacted (b)(6); (b)(7)(C) on the morning of July 27, 2009, on the last day of hearing. The hearing officer informed him of the rules, which he had violated and then the hearing officer announced that she had no jurisdiction over the probation department, however, made no comments as to her jurisdiction with respect to (b)(6); (b)(7)(C) actions as an employee of a Public School System, even though she was questioned directly as to her jurisdiction regarding

confidentiality with respect to the BSEA Rules, which was broken by a witness.

(b)(6); (b)(7)(C) also attended a court hearing date without being requested to attend. He also had two other employees from the school district. He was not requested verbally or through a subpoena. Furthermore, (b)(6); (b)(7)(C) was approached by (b)(6); (b)(7)(C) attorney and asked about funding a residential placement. (b)(6); (b)(7)(C), exercising his usual unilateral decision making authority, announced over his dead body is Taunton Public Schools funding a residential to that kid.

**REMEDY:**

The parent is requesting a full investigation into (b)(6); (b)(7)(C) actions of violating (b)(6); (b)(7)(C) constitutional and privacy rights, and which by his own testimony has been ongoing .

The parent is requesting that compensatory damages are provided through trainings provided to all of Taunton Public Schools staff, especially to (b)(6); (b)(7)(C) and trainings regarding the confidentiality of a BSEA hearing and procedural safeguards regarding a student who is being held at DYS and privacy laws.

The parent is requesting that BSEA Rules regarding confidentiality and specifically what is the Hearing Officer's jurisdiction or what are the rights of the parent to be included in the BSEA Rules.

The parent is requesting information as to when the trainings take place, who conducted the trainings and documentation as to who attended.

The parent is requesting a formal apology from (b)(6); (b)(7)(C) regarding his actions and assurances that it will not take place again.

The parent is also requesting monetary damages for injury and harm to her and her son during a hearing and thereafter.

Thank you,

(b)(6); (b)(7)(C)

**ATTACHMENTS:**

- Copy of written transcript v. XI page 1
- “ ”page 75-104
- Copy of Certification of an approved court Transcriber
- Copy of Affidavit of Atty (b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, D.C. 20202-4605

(b)(6); (b)(7)(C)

4/22/10

I hereby lodge an official complaint against the School District of Hamilton School District Sussex WI 53089 on behalf of (b)(6); (b)(7)(C) who attends (b)(6); (b)(7)(C) School for what I believe to be the maintenance of inappropriate records/content or a violation of the Family Educational Rights and Privacy Act of 1974.

The nature of the complaint is as follows:



Challenge to Record or Content that is;

- inaccurate
- misleading
- incomplete
- inappropriate

Record challenged may be identified as: Schools record regarding injury that occurred 6/4/08. Failure to inform/follow FERPA Rights

Title: Student accident report form/school released confidential information/failed to take corrective action

Date: 4/30/2010

Person responsible for Entry or person currently maintaining record: (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) School

Date challenged content discovered: 4/20/10

Alleged Violations of Act or Regulations:

- failure to provide notification of all rights (totally or in needed language)
- failure to publish local access and hearing procedures
- inappropriate person(s) grant denied access
- failure to provide interpretation assistance as requested
- failure to provide requested hearing
- failure to provide uninvolved hearing officer
- failure of hearing officer to provide written opinion within reasonable time
- inappropriate sharing of confidential information
- other

Date of Violation: 4/30/2010

Date Violation Discovered if different from above: 4/20/10

(b)(6); (b)(7)(C)

Student Advocacy Center of Michigan: ...

(b)(6); (b)(7)(C)

**Hamilton School District**



June 19, 2008

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I am aware that you have requested a copy of the findings of my reinvestigation of the incident that occurred on June 4, 2008, concerning your son, (b)(6); ( ) and another boy.

My investigation included individual interviews with (b)(6); ( ) the other boy involved in the incident, (b)(6); (b)(7)(C) Health Room Aide, (b)(6); (b)(7) Guidance Administrative Assistant and (b)(6); (b)(7) Associate Principal.

The details and results of my investigation were shared with you during our phone conversation on Thursday, June 12, 2008.

The conclusions of my investigation are:

- On June 4, 2008, another boy was hit in the eye with a gym bag resulting in 9 stitches.
- When given the individual opportunity to role play and demonstrate how the gym bag was swung, neither (b)(6); ( ) nor the other boy demonstrated an aggressive, purposeful swing to the eye.
- Both boys described the incident as one in which they were 'fooling around'.
- There was not a purposeful or malicious intent to hit the other boy in the eye and injure him.
- The boys were not fighting, nor were they angry with each other.
- The other boy, when asked, was not fearful of your son and, in fact, identified him as a friend.
- When (b)(6); ( ) realized the other boy was hurt, (b)(6); ( ) immediately apologized, told the other boy he had to go to the Health Room, and accompanied him to the Health Room.
- Upon arrival at the Health Room (b)(6); ( ) demonstrated that he was both concerned that the other boy had gotten hurt and was apologetic that his action had caused harm.
- The incident was an accident with no purposeful, malicious intent.

As a result of my investigation, the decision of Mr. (b)(6); (b)(7)(C) to not issue disciplinary consequences stands

Sincerely

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

\*\* TOTAL PAGE.01 \*\*



Family Policy Compliance Office  
U.S. Department of Education  
600 Independence Avenue, SW  
Washington, D.C. 20202-4605

(b)(6); (b)(7)(C)

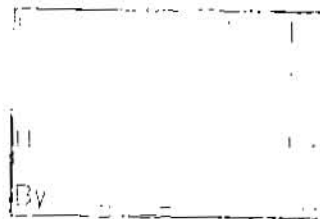
4/22/10

I hereby lodge an official complaint against the School District of Hamilton School District Sussex WI 53089 on behalf of (b)(6); (b)(7)(C) who attends (b)(6); (b)(7)(C) School for what I believe to be the maintenance of inappropriate records/content or a violation of the Family Educational Rights and Privacy Act of 1974.

The nature of the complaint is as follows:

Challenge to Record or Content that is:

- inaccurate
- misleading
- incomplete
- inappropriate



Record challenged may be identified as: Schools record regarding injury that occurred 6/4/08

Title: Student accident report form/school released confidential information

Date: 6/4/08

Person responsible for Entry or person currently maintaining record: Principal (b)(6); (b)(7)(C) School

Date challenged content discovered: 4/20/10

Alleged Violations of Act or Regulations:

- failure to provide notification of all rights (totally or in needed language)
- failure to publish local access and hearing procedures
- inappropriate person(s) grant denied access
- failure to provide interpretation assistance as requested
- failure to provide requested hearing
- failure to provide uninvolved hearing officer
- failure of hearing officer to provide written opinion within reasonable time
- inappropriate sharing of confidential information
- other

Date of Violation: 6/19/2008

Date Violation Discovered if different from above: 3/9/10

Sincerely,

(b)(6); (b)(7)(C)





11-14-07

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920



To: Whom it May Concern:

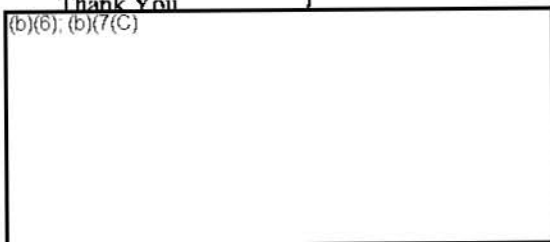
My name is (b)(6); (b)(7)(C) I am a special education teacher living in (b)(6); (b)(7)(C)  
I would like to file a complaint under FERPA or PPRA regarding actions that may, or may not be considered violations of the FERPA. If possible, I am requesting an investigation into an incident that happened January 19, 2007 while working as a sped resource teacher at (b)(6); (b)(7)(C) School in Cumberland, R.I.

### Facts

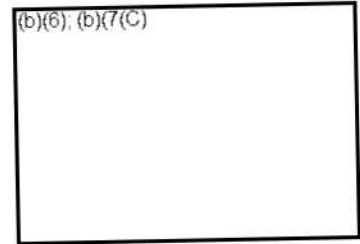
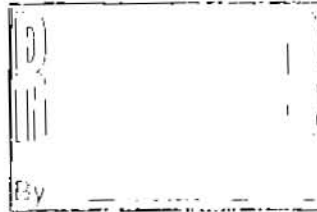
1. My caseload included seventeen (17) inclusion students with Individual Education Plans (IEPs) containing accommodation pages that indicated these students were to take tests, or had the option to take tests, in their resource room under the supervision of their resource teacher.
2. On orders from my principal (b)(6); (b)(7)(C) my availability to provide testing accommodations to these students was suddenly reduced from the past practice of having six midterm testing periods for the week to two midterm testing periods; this order resulted in many students being denied resource accommodations.
3. Due to this unexpected directive, I notified the regular education teachers of these students, in addition to the parents of these students, that I would only be available periods A-1 & A-2 of midterm exams week to provide the required testing accommodations for these seventeen students. With this being the case, please contact me and I would try find time to allow them to take their exams.
4. I have, for the lack of a better term, been charged with disseminating personal identifying information to parties that had no need to be notified of this sudden change in testing procedures.
5. From my interpretation of the FERPA and components of the FERPA, this was in no way a violation of FERPA.
6. Please, investigate this complaint and clear up the confusion regarding the interpretation relative to this matter.

Thank You

(b)(6); (b)(7)(C)



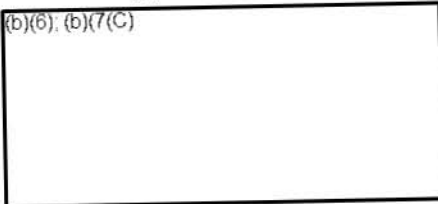
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5920



To Whom It May Concern,

I am writing to you in regards to an incident **that occurred on January 7<sup>th</sup>, 2009**. At approximately 1pm I received an email from (b)(6), (b)(7)(C). In the email I was informed that there was an attachment containing a list of "delinquent" documentation needed by the Education Department before I would be cleared to Student Teach on January 12<sup>th</sup>, 2009. When I accessed the Excel spread sheet, I found an immense amount of private information displayed for all recipients of the email to see. I am extremely upset about this email. It is very embarrassing to me that my fellow peers could see exactly how I scored on the Praxis I and II. I feel that this was a gross invasion of both mine and my friends' privacy. There is NO excuse for (b)(6), (b)(7)(C) actions. I feel that this incident needs to be taken seriously and the proper measures should be taken according to FERPA regulations. Thank you in advance for understanding how serious this matter is.

Sincerely,



From: (b)(6); (b)(7)(C)

Subject: [Fwd: Spring 2009 Student Teachers]

Date: Wed, 07 Jan 2009 12:55:48 -0500

To: (b)(6); (b)(7)(C)

<C.S

Cc: (b)(6)

Headers  
Decode

Kids,

Please see the attached chart regarding information that is required by the Student Teaching Office prior to next Monday. Please get all necessary delinquent information into (b)(6); (b)(7)(C) office ASAP if you wish to start student teaching next week. If you do not have what is required in place by Friday (1-9-09) you will not be allowed to start student teaching on Monday!!

If you have specific questions as to what you may need to do please contact the student teaching office for assistance. Thank you.  
Dr.D.

--  
(b)(6); (b)(7)(C)

Department of Special Education and Clinical Services

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

From: (b)(6); (b)(7)(C)  
Subject: Spring 2009 Student Teachers  
Date: Tue, 06 Jan 2009 16:13:01 -0500  
To: (b)(6); (b)(7)(C)

Headers  
Decode

Dear Coordinators,  
Please find attached the latest version of the spreadsheet for Spring 2009 Student Teachers. We appreciate any encouragement that you can offer to your students in getting missing materials to our office as soon as possible. As always, if there are any questions do not hesitate to call us.

Many thanks,  
ln

--  
(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)



Attachment: Spring 2009 Special Ed Student Teachers.xls (27K)





Small - Copy of Transcript for (b)(6); (b)(7)(C)

GIM

(b)(6); (b)(7)(C)

Copy of Transcript for (b)(6); (b)(7)(C)  
4 messages

(b)(6); (b)(7)(C)  
To: (b)(6); (b)(7)(C)  
Bcc: (b)(6); (b)(7)(C)  
Good Day (b)(6); (b)(7)(C)

Tue, Sep 29, 2009 at 2:52 PM

I was informed you were the one we should request a copy of my transcript. I am enlisting in the military and one of the benefits will be the paying of the student loan.

We thank you in advance for your assistance,

(b)(6); (b)(7)(C)

Mail Delivery Subsystem <mailer-daemon@googlemail.com>  
To: (b)(6); (b)(7)(C)

Tue, Sep 29, 2009 at 2:52 PM

This is an automatically generated Delivery Status Notification

Delivery to the following recipient failed permanently:

(b)(6); (b)(7)(C)

Technical details of permanent failure:

Google tried to deliver your message, but it was rejected by the recipient domain. We recommend contacting the other email provider for further information about the cause of this error. The error that the other server returned was: (b)(6); (b)(7)(C) Recipient address rejected: Access Denied (state 14).

— Original message —

MIME-Version: 1.0  
Received: by (b)(6); (b)(7)(C) Tue, 29 Sep 2009 11:52:34 -0700 (PDT)  
Date: Tue, 29 Sep 2009 14:52:34 -0400  
Message-ID: (b)(6); (b)(7)(C)  
Subject: Copy of Transcript for (b)(6); (b)(7)(C)  
From: (b)(6); (b)(7)(C)  
To: (b)(6); (b)(7)(C)  
Content-Type: multipart/alternative; boundary=0023544716dcd5b5340474bbea9c

-0023544716dcd5b5340474bbea9c  
Content-Type: text/plain; charset=ISO-8859-1

Good Day (b)(6); (b)(7)(C)

I was informed you were the one we should request a copy of my transcript. I am enlisting in the military and one of the benefit will be the paying of the student loan.

--- Message truncated ---

(b)(6); (b)(7)(C)

Tue, Sep 29, 2009 at 5:54 PM

----- Forwarded message -----

From: (b)(6); (b)(7)(C)  
Date: Tue, Sep 29, 2009 at 2:52 PM  
Subject: Copy of Transcript for (b)(6); (b)(7)(C)  
[Quoted text hidden]

(b)(6); (b)(7)(C)

Thu, Oct 1, 2009 at 10:36 AM

Hello (b)(6); (b)(7)(C)

Due to the status of your account, a hold has been placed on it which does not allow you to receive your transcript until it has been resolved. If you have additional questions, please let me know.

Thank you,

(b)(6); (b)(7)(C)

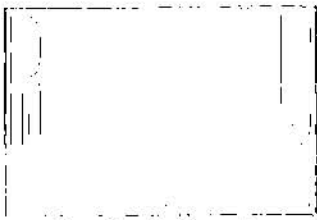
Director of Student Finance

Dallas Metro

(b)(6); (b)(7)(C)



(b)(6); (b)(7)(C)



Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920

To Whom It May Concern,

I wish to report a complaint about the following Boston Public School personnel employed at (b)(6); (b)(7)(C) in Dorchester, Massachusetts, for failure to comply with the Family Educational Rights and Privacy Act (FERPA):

(b)(6); (b)(7)(C)

My son (b)(6); (b)(7)(C) began attending (b)(6); (b)(7)(C) School in K-2 in 2006. I have joint legal custody of (b)(6); (b)(7)(C). Ever since (b)(6); (b)(7)(C) began attending (b)(6); (b)(7)(C) School I have encountered resistance receiving any information concerning his education or activities from the above individuals, in accordance with both FERPA and Massachusetts state law M.G.L., Chapter 71, Section 34H. As examples of some of my problems:

- In December 2005 I left my phone number with (b)(6); (b)(7)(C) K-2 teacher (b)(6); (b)(7)(C) to call me concerning how (b)(6); (b)(7)(C) was doing in school. I never heard from (b)(6); (b)(7)(C)
- In May 2006 I found out from a physician that (b)(6); (b)(7)(C) had exposed (b)(6); (b)(7)(C) to peanuts, causing him to have an allergy attack. I never learned of any of this until after I was contacted by the physician.
- In September 2007 I left my phone number with (b)(6); (b)(7)(C) first grade teacher (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) to call me concerning any meetings about (b)(6); (b)(7)(C) education. I have never heard anything from (b)(6); (b)(7)(C)
- In October 2007 I went to (b)(6); (b)(7)(C) School to have lunch with my son as I had done several times before. (b)(6); (b)(7)(C) for some reason decided they were "unsure" if I could have lunch with (b)(6); (b)(7)(C) again, even after giving

(b)(6); (b)(7)(C) a copy of the order giving me joint legal custody of (b)(6); (b) and having (b)(6); (b)(7)(C) discuss this with her "legal department" At this time (b)(6); (b)(6); (b)(7)(C) also corrected (b)(6); (b)(7)(C) mistake and told her it was alright for parents to see children during the day and they encouraged this.

- In 2008 I learned that the school nurse (b)(6); (b)(7)(C) Icuss had dosed (b)(6); (b)(7)(C) with (b)(6); (b)(7)(C) even though Icuss has no reason or prescription to do so. The only way I learned of this is when I began receiving medical bills for the treatment my son had to have from (b)(6); (b)(7)(C) action. I have heard nothing from either (b)(6); (b)(7)(C) or (b)(6); (b)(7)(C) why this occurred, or any steps they took to prevent it from happening again.
- In March 2008 I sent the enclosed letter advising (b)(6); (b)(7)(C) to send me all of (b)(6); (b)(7)(C) records in accordance with M.G.L., Chapter 71, Section 34H. In May 2008 I received the attached reply from (b)(6); (b)(7)(C) promising to send me this information, but did not receive my son's records. After having an attorney contact (b)(6); (b)(7)(C) in July 2008 (b)(6); (b)(7)(C) sent my attorney only the enclosed three pieces of paper in response to my request. On July 11, 2008 I replied with the enclosed letter to (b)(6); (b)(7)(C) informing her of the very obvious fact she failed to comply with even Massachusetts state law, let alone federal law, but did not receive my son's records. However, due to motions for an upcoming March 2010 trial, I have found out there were several disciplinary actions written against my son I have yet to receive.
- In July 2008 I found out (b)(6); (b)(7)(C) had to go to summer school starting in July 2008. I was never told of any meeting or evaluation to determine that (b)(6); (b)(7)(C) had to go to summer school.
- After receiving no information from the above individuals I contacted Superintendent Carol Johnson. At this point I received copies of some of my son's school work, but not the records I requested. I followed up with Omsbudsperson (b)(6); (b)(7)(C) on March 1, 2009 (see enclosed letter) but received no more information.

These actions deny my right to inspect and review my son's education records within 45 days of the request under Federal law. I especially want to point out that even after Massachusetts corrected their state law due to the actions of (b)(6); (b)(7)(C) in 2005, the above individuals have a policy and practice of denying me the right to inspect and review education records under 34 CFR § 99.10. I am asking for your help to force the above individuals to comply with FERPA, and to apply any and all punishments against them.

Sincerely,

(b)(6); (b)(7)(C)



(b)(6); (b)(7)(C)

December 4, 2009  
Leroy Rooker, Director  
Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, D.C. 20202-5920

Dear Director Rooker:

(b)(6); (b)(7)(C) College like other colleges and universities is being required to become more accountable for the quality of its graduates. Middle States accrediting agency and the Pennsylvania Department of Education now require five year program reviews for every curriculum offered by the college. The Psychology program at (b)(6) C is currently undergoing such a review. As part of our attempt to be accountable, we would like to learn specifically how (b)(6) C psychology graduates perform at senior/upper division institutions. We would like to collect information such as semester grade point averages, graduation rates, performance in upper division psychology courses, the number who enter and graduate in psychology as well as other information.

My question is whether FERPA or other federal legislation allows us to request and receive this information from senior institutions. Naturally all data would be summarized and no personally identifiable information would be retained once the study is complete. Can you refer me to specific sections of FERPA or other federal legislation that grants (b)(6) C the authority to legally request such information.

If I provide the specific reference in our initial request, I think it will speed the response from the senior institutions with which we would like to work.

I await your reply.

Sincerely,

(b)(6); (b)(7)(C)











(b)(6); (b)(7)(C)



June 11, 2008

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605

Re: (b)(6); (b)(7)(C)  
Student: (b)(6); (b)(7)(C) School  
Address: (b)(6); (b)(7)(C)

Citrus County School District

Dear Sir/Madame:

We formally request a copy of (b)(6); (b)(7)(C) entire student records file. We have attempted to obtain same directly from the Citrus County School, however they have not been cooperative in complying with our request. It is our understanding we are legally entitled to copies of (b)(6); (b)(7)(C) school records.

Please advise what charge you require for these copies and postage for mailing to us at our address on this letterhead. We appreciate your assistance in this matter.

Very truly yours,

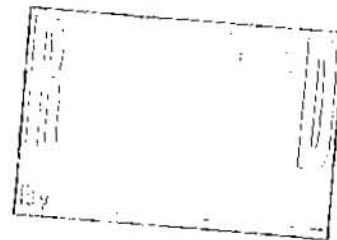
(b)(6); (b)(7)(C)





(b)(6); (b)(7)(C)

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5920



April 6, 2009

Dear Sir/Madam:

On March 3, I submitted by mail a complaint against (b)(6); (b)(7)(C) University. I am wondering if there is any update regarding the status of my complaint. To reiterate, I cited several related issues:

- 1) The granting of access to my educational records to multiple school employees who had no reason to access them.
- 2) The school's continued refusal to permit me to view a document that it purports to possess, a written complaint against me by (b)(6); (b)(7)(C) a professor. (If the school does *not* possess this document, then it should say so and not continually claim that it has one but that I am not eligible to view it.)
- 3) The school's refusal to permit me to respond to its erroneous notation on my transcript that I withdrew pending review of disciplinary allegations.
- 4) The school's placement of my transcript on "hold" so that I could not access it or request it for an unknown period of time.

Can the U.S. Department of Education intervene? Since my communication on March 3, (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) University continues to refuse to amend my educational records with my statement denying that I withdrew with a pending allegation against me. All of my requests (to the registrar, to the Dean's office, to the Provost, and to the University President) have been ignored.

Your assistance is greatly appreciated.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5920



April 14, 2009

Dear Sir/Madam:

I would like to update the US Department of Education on the status of my complaint, originally submitted on March 3 and amended on April 6, 2009.

The university continues to refuse to permit me to amend my educational records, now claiming that I never identified the reason why the records were inaccurate. As you will see from my e-mail communications, this is entirely untrue and is intended only to delay or deny the university's compliance with FERPA. Once again, today, I explained why the records are grossly inaccurate.

How can I proceed if the university continues to be in non-compliance with FERPA? Does the US Department of Education have the authority to coerce the university into correcting my transcript? This is a very serious issue, since my transcript contains a statement which purports that I withdrew while review of allegations of unprofessionalism were in progress, and this statement is erroneous. I have never seen a single allegation against me; if there ever was any allegation, I never had the opportunity to respond to it.

Just so the Department of Education understands my response to the university (included with this letter): In May 2008, I informed one of my professors, (b)(6); (b)(7)(C) that I would be filing a complaint against him for comments that he made denigrating my religion and my disability. It appears that (b)(6); (b)(7)(C) retaliated by calling the university to allege unprofessional conduct. However, he declined to file any complaint against me. The school insists that he did, in fact, sign a written complaint, but that they have no plans to disclose it to me; this certainly violates ethical if not legal standards.

Your continued assistance is greatly appreciated.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

# Re: Amendment Correction

6 messages

(b)(6); (b)(7)(C)

Thu, Mar 12, 2009 at 1:05 PM

Dear (b)(6); (b)(7)(C)

In response to your e-mail, I've been advised that according to University Policy you can request to have your student record amended. It's outlined in the Guide to Student Rights and Responsibilities Handbook. I refer you to the specific section:

## II. Right to Request Amendment of Records

Any student shall have the right to request the amendment of the student's education records that are believed to be inaccurate or misleading. They should:

1. Write the University official responsible for the record,
2. Clearly identify the part of the record they want to be changed, and
3. Specify why it is inaccurate or misleading.

If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

I hope that clarifies the amendment procedure for student records. I am the contact person so you can direct the correspondence for amending the record to my attention.

As for the \$35 charge for leave of absence, that was removed following your withdrawal and the registration was dropped.

Regards,

(b)(6); (b)(7)(C)

Student Records and Services  
Dean's Office, School of Medicine & Health Sciences

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
US Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-5920



March 3, 2009

Dear Sir/Madam:

I would like to file a formal complaint against (b)(6); (b)(7)(C) University for violations of FERPA. My complaint specifically involves the actions of (b)(6); School of Medicine and Health Sciences and its administration. There are three separate but related violations:

1) In October 2008, I learned that the (b)(6); School of Medicine granted access to my educational records to (b)(6); (b)(7)(C), an employee of the school who proctors examinations for one of the school's courses, and (b)(6); (b)(7)(C), another employee who is in charge of educating standardized patients (the actors on whom medical students perform exams for testing purposes). (b)(6); (b)(7)(C) know absolutely nothing about me and should have absolutely no authorization to access my educational records. Apparently, in May 2008, without my authorization or my knowledge, Dean (b)(6); (b)(7)(C) or one of her designees provided (b)(6); (b)(7)(C) with my username and password for (b)(6); (b)(7)(C) online grading system to review my educational records. This stemmed from a purported "complaint" phoned in to the Dean's office by one of my professors who claimed that I misrepresented myself about one of my grades. My reading of FERPA does not seem to indicate that (b)(6); (b)(7)(C) should be granted my login information or be provided with the authorization and ability to peruse my private educational records. After viewing these records, (b)(6); (b)(7)(C) communicated her "findings" to (b)(6); (b)(7)(C) and printed out all of my grades for distribution among her office. The school has ignored all my requests for justification.

The school has also claimed that it has a signed letter from (b)(6); (b)(7)(C), the professor who purportedly filed the complaint, in my file. However, they have refused to release this document to me. My understanding is that all documents in my file must be made available to me. I have requested this document on multiple occasions, both directly and through my attorney. All requests have been ignored.

2) After 250 days of waiting to see (b)(6); (b)(7)(C) complaint and having been denied access to it, I withdrew from (b)(6) on January 14, 2009. The school placed a very misleading note on my transcript:

“Withdrew on January 14, 2009 with a pending review of an allegation relating to professional comportment.” This statement is entirely untrue. After 250 days of absolutely no response from the school to any of my requests or my attorney’s requests, and no further action taken regarding the apparent “allegation,” which I have never seen, it seems completely absurd to have this notation on my transcript. I requested to amend my educational records to contradict this statement; the school has ignored my request. My understanding is that they must consider my request to amend my records in the event that I feel they are misleading.

3) The school withheld my transcript for an unknown period of time. I could not access my transcript nor request a copy of it. This hindered my ability to apply to other educational institutions. No justification was provided for this “hold.” It was certainly not due to a financial deficit as I have always been up to date.

Included are three documents:

(A) A memorandum from (b)(6); (b)(7)(C) mentioned in item (1), where she declares that (b)(6); (b)(7)(C) logged into the online grading system under my name to view all of my grades.

(B) My electronic communication to the Registrar requesting to amend my records to correct the misleading notation.

(C) A screenshot to indicate the school’s holding of my transcript, making it inaccessible to me.

Thank you in advance for your assistance.

Sincerely,

(b)(6); (b)(7)(C)



(A)

May 19, 2008

**To:** (b)(6); (b)(7)(C)  
 Assistant Dean, Medical Student Affairs and Education

**From:** (b)(6); (b)(7)(C)  
 Director of Administration,  
 CLASS, SP Program & Office of Interdisciplinary Medical Education

**RE:** (b)(6); (b)(7)(C)

As we discussed, the POM office was contacted on May 9, 2008 by (b)(6); (b)(7)(C) a CAP Preceptor. (b)(6); (b)(7)(C) had received a letter from (b)(6); (b)(7)(C) a first-year medical student and a student with (b)(6); (b)(7)(C) in the CAP component of POM. In the letter, (b)(6); (b)(7)(C) expresses his concern regarding his evaluation by (b)(6); (b)(7)(C) and asks (b)(6); (b)(7)(C) to reconsider his grade. Included in the letter are scores (b)(6); (b)(7)(C) claims to have received from other POM evaluators. (b)(6); (b)(7)(C) forwarded the letter to the POM office. In a conversation with (b)(6); (b)(7)(C) (b)(6); (b)(7)(C) also stated (b)(6); (b)(7)(C) mentioned that Dr. (b)(6); (b)(7)(C) his Medical Mentor, had given him a very high POM grade. (b)(6); (b)(7)(C) contacted (b)(6); (b)(7)(C) and was informed by (b)(6); (b)(7)(C) that this had not occurred.

(b)(6); (b)(7)(C) logged on to the POM Evaluation Site as (b)(6); (b)(7)(C) and compared the information on the screen to the grading information (b)(6); (b)(7)(C) sent to (b)(6); (b)(7)(C). There are major discrepancies between the two. Also, as verified by (b)(6); (b)(7)(C), the POM Evaluation Site does not allow a student visual access to his Summary of Performance area for the Spring semester until all the POM grades are submitted and the Evaluation site is closed by Academic Computing in June. (b)(6); (b)(7)(C) also reviewed (b)(6); (b)(7)(C) Fall Semester POM Evaluation and found little correlation to the information (b)(6); (b)(7)(C) sent (b)(6); (b)(7)(C).

Attached for your review are (b)(6); (b)(7)(C)'s letter to (b)(6); (b)(7)(C), print-outs from the evaluation site screens, an explanation of the grading, and an e-mail from (b)(6); (b)(7)(C). Please let me know if you need any additional information.

October 3, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605

There are record keeping problems in Admissions and Records at (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) I believe the problems are serious.

Unauthorized changes have been made to my transcript. It was tampered with by an (b)(6) employee and (b)(6) refuses reverse the damage. Also, one of my diplomas is missing from my transcript.

From the beginning, this is what has happened. I have two AA degrees from (b)(6). One is in Aeronautics. The other is in Computer Science. I wanted to return to (b)(6) this fall to take some computer science classes that are new since the last time I was in school.

I went to the Admissions and Records office and asked how I should proceed. They told me to fill out a Returning Student Update Form and send it in, which I did. However, Admissions and Records refused to accept the form they gave me. They told me they do not use it.

I went to the Admissions and Records office again and asked how I should proceed. They said I should apply for admission on a computer in the building instead of using the form they gave me the last time.

I was the only customer in the Admissions and Records office. But there were some difficulties getting waited on, finding a computer that worked, and figuring out how the computer program worked.

In the midst of that, I inadvertently entered my first name into the computer incorrectly. My parents named me (b)(6) but never called me that. They called me (b)(6) a common nickname for (b)(6). I entered (b)(6) into the computer when I should have entered (b)(6). Unfortunately, that error sent Admissions and Records completely off the rails.

When I tried to find out if I was admitted, I received a letter from (b)(6); (b)(7)(C) Dean, Matriculation, Admissions and Records. In it, she said she said she changed my name on my transcript!

There was no request to make any change. There was no authorization for any change. Ms. (b)(6); (b)(7) unilaterally altered my transcript because she felt like it. And there was nothing to stop her!

Obviously, there should be a written policy to prevent what (b)(6); (b)(7)(C) did. If a policy like that exists, it is clearly not being enforced. Without an enforced written policy to prevent what Ms. (b)(6); (b)(7) did, the credibility of (b)(6) records is at best, just a guess.

I contacted the trustee for (b)(6); (b)(7)(C) College in Oakdale, where I live. I explained what happened and asked to have the damage to my transcript reversed. There was no reply to my letter.

Next, I contacted a trustee in (b)(6); (b)(7)(C) I explained what happened and asked to have the damage to my transcript reversed. That did not happen.

Instead, Ms. (b)(6); (b)(7)(C) contacted me to complain that she cannot contact me. Her letter of September 18, 2009 included a list of excuses and red herrings, but she did not get my transcript fixed. If I understand her letter correctly, she refused.

Each time I contact (b)(6); (b)(7)(C) I find the chaos in Admissions and Records is worse than I thought before. According to the letter from (b)(6); (b)(7)(C) they cannot find records for one of my diplomas.

The letter from (b)(6); (b)(7)(C) points out another problem. It says "when you submitted the on-line application, your name did not match our files". I recently went to my optometrist. People in the office said hello and called me (b)(6); (b)(7)(C) because they know me. They looked up my records under (b)(6); (b)(7)(C) and asked "Are you (b)(6); (b)(7)(C)?" Admissions and Records personnel, including the Ms. (b)(6); (b)(7)(C) have shown they lack the minimal skill necessary to do the same thing. In addition to that, (b)(6); (b)(7)(C) has had information such as my SSN and address for decades.

I told (b)(6); (b)(7)(C) about the unauthorized damage to my transcript. I gave her proof that it happened. I provided her with two diplomas that show my name as it always was and should be now. I asked for help getting my transcript corrected. But she did not do that.

She made excuses and complaints that had nothing to do with fixing my transcript. She showed a lot of interest in blaming me. But she showed no interest in maintaining complete and accurate student records.

At a minimum, I believe the trustee should have the unauthorized changes to my transcript reversed and send me a full copy. That would give me a chance to look for any obvious problems, like a missing graduation.

I would like to have the unauthorized damage to my transcript reversed. Now that I know the record of my graduation is missing, I would like to have that fixed too.

I would also like to see the chaotic situation in Admissions and Records at (b)(6); (b)(7)(C) corrected to protect the credibility of records in the future. There obviously needs to be a written policy that is enforced. There should also be a computer log that records when employees change or view student records.

Sincerely,

(b)(6); (b)(7)(C)

September 13, 2009

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I need your help. I previously wrote my local trustee in Oakdale asking for help. There was no response, so I am trying again.

Unauthorized changes have been made to my transcript. Copies of two Associate degrees I received from (b) are enclosed. The name on my transcript should be the same as it is on my diplomas.

According to her letter, (b)(6); (b)(7)(C) changed my transcript, and/or created a new one. Either change was improper. I need your help to make sure my transcript is put back in proper order.

Unfortunately, exactly what (b)(6); (b)(7)(C) did is not clear. She said she changed the name on my transcript. But much, if not most, of her letter is about requirements for new students at (b)(6); (b)(7)(C). She also sent me a packet of materials for students who have never attended (b)(6); (b)(7)(C).

Because she seems to think I am a first time student at (b)(6), I believe she may have created a new student with the official name she chose for me. By doing so, I am worried that she separated me from my transcript and my diplomas.

I decided last winter that I wanted to take some Computer Science classes that are new since the last time I was in school. I applied early this spring so there would be plenty of time to get everything done to begin attending this fall. But I did not know the admissions department was the mess that it is. After I sent in the form Admissions told me to use, they said they do not use that form. After that, the situation got worse all summer and culminated in the improper changes to my transcript(s).

I contacted Admissions several times in writing and in person. I wrote to (b)(6); (b)(7)(C) and my local trustee asking for help. Nothing has worked. Instead of attending class this fall, I am trying to get the unauthorized damage to my transcript repaired.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

September 18, 2009

(b)(6); (b)(7)(C)

Dear Mr.

(b)(6); (b)(7)(C)

I have tried several times to contact you but the phone just rings and rings. You provided no contact information in your letter to me. I found a phone number on your copy of Returning Student Update Form. The number I've been calling is: (b)(6); (b)(7)(C) If that is your correct phone number you need to buy an answering machine. I contacted (b)(6); (b)(7)(C) and she reported the same problem of not being able to contact you. Many phone calls were made to you but the phone was never answered and there was no way to leave a message. I did share some information with (b)(6); (b)(7)(C) that I think will help with your problem. Essentially they cleared the way for you to register for fall classes, but you never did.

Since you indicated your interest was in computer science classes, I'm going to guess that you use e-mail. Please contact me by e-mail, or if you don't have that, give me a phone number that you will answer and/or will take a message.

According to my conversation with (b)(6); (b)(7)(C) when she originally did the research on you she used the "wrong" name of "Jack" and didn't find that you were a previous student. I shared with her the date of your degrees and then she found your 1988 degree. She couldn't easily find your 1972 degree because of a conversion from one computer system to another computer system. She said that she would go back in the records and find that information. So at this point if you would please contact me at:

(b)(6); (b)(7)(C) @cv-access.com or (b)(6); (b)(7)(C) i at: (b)(6); (b)(7)(C) edu

Or call me at: (b)(6); (b)(7)(C) or call (b)(6); (b)(7)(C) at: (b)(6); (b)(7)(C) we should be able to reach a solution to this problem.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

December 27, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605

Enclosed are my two previous letters. I have not heard anything yet. I need your help.

(b)(6); (b)(7)(C) College made unauthorized and incorrect changes to my transcript. They also lost at least one of my diplomas.

I asked two trustees to help me get my transcript fixed. One did not respond. The other refused. Because (b)(6); has been uncooperative and hostile, I suspect the damage to my transcript is worse than I know.

I would like to take some classes, but I am stuck until my transcript is fixed.

If I apply for a job and claim a certain level of education, I could be considered a liar and denied the job because of the damage to my transcript.

I need my transcript fixed. Without your help, it is obviously not going to happen.

Sincerely,

(b)(6); (b)(7)(C)

November 14, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605

Enclosed is a copy of my previous letter. I have not heard anything, so I am sending it again.

My transcript at (b)(6); (b)(7)(C) College was intentionally tampered with by an (b)(6) employee. I have enclosed proof of that. (b)(6); (b)(7)(C) also lost the fact that I graduated. I have enclosed proof of that too.

The name that has always been on my transcript was changed on the whim of an employee. There was no request to change anything on my transcript. There was no approval for it. There was no permission for it. If appropriate policies and procedures were in place, it could not have happened. My request to reverse the damage was refused by (b)(6); (b)(7)(C)

I graduated from (b) twice. (b) admitted it has lost at least one those graduations. Because (b) has been so uncooperative and hostile, I suspect the damage to my transcript may be worse than I have been told so far.

Because the record keeping is so incredibly shoddy and uncontrolled at (b)(6); it is all but certain that transcripts besides my own have also been destroyed. Because of the record loss and unauthorized changes to transcripts, it is impossible for (b) to know if any transcripts it provides to other institutions are even remotely accurate or complete.

I would like to have the unauthorized changes to my transcript reversed. Now that I know the record of my graduation is missing, I would like to have that fixed too.

At a minimum, I believe the trustee should have the unauthorized changes to my transcript reversed and send me a full copy. That would give me a chance to look for any obvious problems, like a missing graduation. But that has not happened.

I wrote to (b)(6); (b)(7)(C) asking for help. She did not respond. I wrote to (b)(6); (b)(7)(C) asking for help. She refused to reverse the unauthorized changes.

If I cannot get help from you, I do not know where else to turn. Without your help, I fear my record of education will be permanently lost.

Sincerely,

(b)(6); (b)(7)(C)



October 3, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605



There are record keeping problems in Admissions and Records at (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I believe the problems are serious.

Unauthorized changes have been made to my transcript. It was tampered with by an (b)(6) employee and (b)(6) refuses reverse the damage. Also, one of my diplomas is missing from my transcript.

From the beginning, this is what has happened. I have two AA degrees from (b)(6). One is in Aeronautics. The other is in Computer Science. I wanted to return to (b)(6) this fall to take some computer science classes that are new since the last time I was in school.

I went to the Admissions and Records office and asked how I should proceed. They told me to fill out a Returning Student Update Form and send it in, which I did. However, Admissions and Records refused to accept the form they gave me. They told me they do not use it.

I went to the Admissions and Records office again and asked how I should proceed. They said I should apply for admission on a computer in the building instead of using the form they gave me the last time.

I was the only customer in the Admissions and Records office. But there were some difficulties getting waited on, finding a computer that worked, and figuring out how the computer program worked.

In the midst of that, I inadvertently entered my first name into the computer incorrectly. My parents named me (b)(6) but never called me that. They called me (b)(6) a common nickname for (b)(6). I entered (b)(6) into the computer when I should have entered (b)(6). Unfortunately, that error sent Admissions and Records completely off the rails.

When I tried to find out if I was admitted, I received a letter from (b)(6); (b)(7)(C) Dean, Matriculation, Admissions and Records. In it, she said she said she changed my name on my transcript!

There was no request to make any change. There was no authorization for any change. Ms. (b)(6); (b)(6) unilaterally altered my transcript because she felt like it. And there was nothing to stop her!

Obviously, there should be a written policy to prevent what (b)(6); (b)(7)(C) did. If a policy like that exists, it is clearly not being enforced. Without an enforced written policy to prevent what Ms. (b)(6); (b)(6) did, the credibility of (b)(6) records is at best, just a guess.



I contacted the trustee for (b)(6); (b)(7)(C) College in Oakdale, where I live. I explained what happened and asked to have the damage to my transcript reversed. There was no reply to my letter.

Next, I contacted a trustee in (b)(6); (b)(7)(C) I explained what happened and asked to have the damage to my transcript reversed. That did not happen.

Instead, (b)(6); (b)(7)(C) contacted me to complain that she cannot contact me. Her letter of September 18, 2009 included a list of excuses and red herrings, but she did not get my transcript fixed. If I understand her letter correctly, she refused.

Each time I contact (b)(6); I find the chaos in Admissions and Records is worse than I thought before. According to the letter from (b)(6); (b)(7)(C) they cannot find records for one of my diplomas.

The letter from (b)(6); (b)(7)(C) points out another problem. It says "when you submitted the on-line application, your name did not match our files". I recently went to my optometrist. People in the office said hello and called me Jack because they know me. They looked up my records under (b)(6); and asked "Are you (b)(6); Admissions and Records personnel, including the Ms. (b)(6); (b)(7)(C) have shown they lack the minimal skill necessary to do the same thing. In addition to that, (b)(6); has had information such as my SSN and address for decades.

I told (b)(6); (b)(7)(C) about the unauthorized damage to my transcript. I gave her proof that it happened. I provided her with two diplomas that show my name as it always was and should be now. I asked for help getting my transcript corrected. But she did not do that.

She made excuses and complaints that had nothing to do with fixing my transcript. She showed a lot of interest in blaming me. But she showed no interest in maintaining complete and accurate student records.

At a minimum, I believe the trustee should have the unauthorized changes to my transcript reversed and send me a full copy. That would give me a chance to look for any obvious problems, like a missing graduation.

I would like to have the unauthorized damage to my transcript reversed. Now that I know the record of my graduation is missing, I would like to have that fixed too.

I would also like to see the chaotic situation in Admissions and Records at (b)(6); corrected to protect the credibility of records in the future. There obviously needs to be a written policy that is enforced. There should also be a computer log that records when employees change or view student records.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

July 14, 2009

(b)(6); (b)(7)(C)

Dear Mr. (b)(6); (b)(7)(C)

(b)(6); (b) asked that I follow-up on your on-line application. I asked Admissions staff to correct your name from (b)(6); (b)(7)(C). The mismatch in the first name you provided on your application did not match the first name you had previously provided to us. We always ask for documentation in a name correction, but in this case because your application had been waiting to be processed for so long, I asked them to make the change without documentation. We will keep this letter with your application to verify the change.

Our Admissions staff tried to call you several times after you first submitted your Student Update Form (not the application) but they were unable to leave a message on your phone system. They also wrote you in April to inform you that (1) you had not included a legal address on the update form and that (2) when you submitted the on-line application, your name did not match our files.

Your application has been processed and you have a registration priority on August 11<sup>th</sup> at 12:30 p.m. Many of our new students however, are participating in a program we have for new students who have not yet earned an Associate or Bachelors Degree. The program is called StartSmart and it is a way that new students can move-up their registration appointments. After new students have applied and completed assessment testing (in Math, English and Reading), they are welcome to make an appointment in a StartSmart Orientation/Advising/Registration Workshop. I've included a brochure if you are interested. We've already assisted several hundred students since the 2009 program began last week.

If you have any additional questions, please give our Admissions Office a call at (b)(6); (b)(7)(C)

Sincerely,

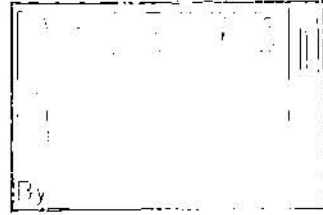
(b)(6); (b)(7)(C)

Dean, Matriculation, Admissions and Records

November 14, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605



Enclosed is a copy of my previous letter. I have not heard anything, so I am sending it again.

My transcript at (b)(6); (b)(7)(C) was intentionally tampered with by an (b)(6) employee. I have enclosed proof of that. (b)(6) also lost the fact that I graduated. I have enclosed proof of that too.

The name that has always been on my transcript was changed on the whim of an employee. There was no request to change anything on my transcript. There was no approval for it. There was no permission for it. If appropriate policies and procedures were in place, it could not have happened. My request to reverse the damage was refused by (b)(6); (b)(7)(C)

I graduated from (b)(6) twice. (b)(6) admitted it has lost at least one those graduations. Because (b)(6) has been so uncooperative and hostile, I suspect the damage to my transcript may be worse than I have been told so far.

Because the record keeping is so incredibly shoddy and uncontrolled at (b)(6); (b)(7)(C) it is all but certain that transcripts besides my own have also been destroyed. Because of the record loss and unauthorized changes to transcripts, it is impossible for (b)(6) to know if any transcripts it provides to other institutions are even remotely accurate or complete.

I would like to have the unauthorized changes to my transcript reversed. Now that I know the record of my graduation is missing, I would like to have that fixed too.

At a minimum, I believe the trustee should have the unauthorized changes to my transcript reversed and send me a full copy. That would give me a chance to look for any obvious problems, like a missing graduation. But that has not happened.

I wrote to (b)(6); (b)(7)(C) asking for help. She did not respond. I wrote to (b)(6); (b)(7)(C) asking for help. She refused to reverse the unauthorized changes.

If I cannot get help from you, I do not know where else to turn. Without your help, I fear my record of education will be permanently lost.

Sincerely,

(b)(6); (b)(7)(C)

October 3, 2009

(b)(6); (b)(7)(C)

Family Policy Compliance Office  
U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202-4605

There are record keeping problems in Admissions and Records at (b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I believe the problems are serious.

Unauthorized changes have been made to my transcript. It was tampered with by an (b)(6) employee and (b)(6) refuses reverse the damage. Also, one of my diplomas is missing from my transcript.

From the beginning, this is what has happened. I have two AA degrees from (b)(6). One is in Aeronautics. The other is in Computer Science. I wanted to return to (b)(6) this fall to take some computer science classes that are new since the last time I was in school.

I went to the Admissions and Records office and asked how I should proceed. They told me to fill out a Returning Student Update Form and send it in, which I did. However, Admissions and Records refused to accept the form they gave me. They told me they do not use it.

I went to the Admissions and Records office again and asked how I should proceed. They said I should apply for admission on a computer in the building instead of using the form they gave me the last time.

I was the only customer in the Admissions and Records office. But there were some difficulties getting waited on, finding a computer that worked, and figuring out how the computer program worked.

In the midst of that, I inadvertently entered my first name into the computer incorrectly. My parents named me John, but never called me that. They called me (b)(6) a common nickname for (b)(6). I entered (b)(6) into the computer when I should have entered (b)(6). Unfortunately, that error sent Admissions and Records completely off the rails.

When I tried to find out if I was admitted, I received a letter from (b)(6); (b)(7)(C) Dean, Matriculation, Admissions and Records. In it, she said she said she changed my name on my transcript!

There was no request to make any change. There was no authorization for any change. Ms. (b)(6); (b)(7)(C) unilaterally altered my transcript because she felt like it. And there was nothing to stop her!

Obviously, there should be a written policy to prevent what (b)(6); (b)(7)(C) did. If a policy like that exists, it is clearly not being enforced. Without an enforced written policy to prevent what Ms. Agostini did, the credibility of (b)(6); (b)(7)(C) records is at best, just a guess.

I contacted the trustee for (b)(6); (b)(7)(C) in Oakdale, where I live. I explained what happened and asked to have the damage to my transcript reversed. There was no reply to my letter.

Next, I contacted a trustee in (b)(6); (b)(7)(C) I explained what happened and asked to have the damage to my transcript reversed. That did not happen.

Instead, (b)(6); (b)(7)(C) contacted me to complain that she cannot contact me. Her letter of September 18, 2009 included a list of excuses and red herrings, but she did not get my transcript fixed. If I understand her letter correctly, she refused.

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The letter from (b)(6); (b)(7)(C) points out another problem. It says "when you submitted the on-line application, your name did not match our files". I recently went to my optometrist. People in the office said hello and called me (b)(6) because they know me. They looked up my records under "(b)(6); (b)(7)(C)" and asked "Are you (b)(6) Admissions and Records personnel, including the Ms. (b)(6); (b)(7)(C) have shown they (b)(6) the minimal skill necessary to do the same thing. In addition to that, (b)(6); (b)(7)(C) has had information such as my SSN and address for decades.

I told (b)(6); (b)(7)(C) about the unauthorized damage to my transcript. I gave her proof that it happened. I provided her with two diplomas that show my name as it always was and should be now. I asked for help getting my transcript corrected. But she did not do that.

She made excuses and complaints that had nothing to do with fixing my transcript. She showed a lot of interest in blaming me. But she showed no interest in maintaining complete and accurate student records.

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I would also like to see the chaotic situation in Admissions and Records at (b)(6) corrected to protect the credibility of records in the future. There obviously needs to be a written policy that is enforced. There should also be a computer log that records when employees change or view student records.

Sincerely,

(b)(6); (b)(7)(C)

**June 28, 2009**

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

I am an alumnus who would like to return to (b)(6); (b)(7)(C) for a few classes. Since early this spring, I have applied for admission twice. Neither of those attempts was successful because the admission system at (b)(6); (b)(7)(C) is broken.

On the first try, I went to the Admissions Office on the East Campus. I explained what I wanted to do, and asked how I should proceed. I was told to take a Returning Student Update Form from the rack on the wall, fill it out and send it in. I did.

Eventually, the Admissions Office told me they no longer use the form they told me to use.

On the second try, I went to the Admissions Office on the East Campus again. I explained what happened the first time. I was told the Admissions Office is not able to handle paper work so I would have to apply on a computer. They said I could use one there. I did. They said I would hear one way or another soon.

That was months ago. I have heard nothing.

It looks like I will not be able to attend (b)(6); (b)(7)(C) because the admissions system is badly broken.

Sincerely,

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

July 14, 2009

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C) asked that I follow-up on your on-line application. I asked Admissions staff to correct your name from (b)(6); (b)(7)(C). The mismatch in the first name you provided on your application did not match the first name you had previously provided to us. We always ask for documentation in a name correction, but in this case because your application had been waiting to be processed for so long, I asked them to make the change without documentation. We will keep this letter with your application to verify the change.

Our Admissions staff tried to call you several times after you first submitted your Student Update Form (not the application) but they were unable to leave a message on your phone system. They also wrote you in April to inform you that (1) you had not included a legal address on the update form and that (2) when you submitted the on-line application, your name did not match our files.

Your application has been processed and you have a registration priority on August 11<sup>th</sup> at 12:30 p.m. Many of our new students however, are participating in a program we have for new students who have not yet earned an Associate or Bachelors Degree. The program is called StartSmart and it is a way that new students can move-up their registration appointments. After new students have applied and completed assessment testing (in Math, English and Reading), they are welcome to make an appointment in a StartSmart Orientation/Advising/Registration Workshop. I've included a brochure if you are interested. We've already assisted several hundred students since the 2009 program began last week.

If you have any additional questions, please give our Admissions Office a call at (b)(6); (b)(7)(C)

Sincerely,

(b)(6); (b)(7)(C)

Dean, Matriculation, Admissions and Records



July 19, 2009

(b)(6); (b)(7)(C)

(b)(6); (b)(7)(C)

Dear (b)(6); (b)(7)(C)

I think you should be aware of the situation in Admissions at (b)(6); (b)(7)(C). It is broken worse than I knew when I wrote to (b)(6); (b)(7)(C) in June. I hoped he would be interested in fixing it, but it does not seem that he is.

My experience with the admissions mess started this spring. I went to the counter in the Admissions Office. I sent in the form they told me to use. But nothing happened. When I asked what happened, they said they don't use the form they told me to use!

I made a mistake when I forgot to put my address on the form this spring. However, (b)(6); (b)(7)(C) has had my name, address, and SSN for decades. I receive mail from (b)(6); (b)(7)(C) with my name and address on it. Looking up an alumnus address seems like one of the skills necessary to do the job. The fact that I do not answer the phone when I am gone to work does not seem like a reason to freeze up and do nothing.

The second time I tried to apply for admission, things got worse. (b)(6); (b)(7)(C) changed my name and apparently enrolled me as a new student instead of a returning student. The first words of my letter to (b)(6); (b)(7)(C) are "I am an alumnus". But (b)(6); (b)(7)(C) used half her letter telling me what to do as a new student at (b)(6); (b)(7)(C).

I hope changing a name without authorization is a violation of policy. I have transcripts and two AA degrees from (b)(6); (b)(7)(C). I am worried the new student (b)(6); (b)(7)(C) created is no longer attached to my transcripts and diplomas.

My legal name is (b)(6); (b)(7)(C) but I have always been called (b)(6); (b)(7)(C). It is a common nickname. I accidentally entered it on the computer program out of habit. Anyone who works with files about people must work with that sort of thing. It is part of the job. I do it. Bank tellers do it. Personnel specialists do it. Instead of checking things like address and SSN, the (b)(6); (b)(7)(C) Admissions Department did nothing. Even a note in the mail could have fixed it.

Applying the second time did not go as easily as it should have. I was the only person at the counter. But I had to wait a while. The two people behind the counter were more interested in the conversation they were having. While using the computer, I had a couple questions. Both times, I had to wait for the people behind the counter to finish

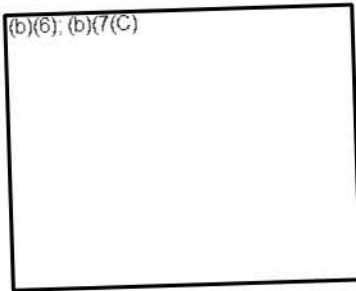


visiting. I thought I was there on a bad day, but not anymore. Now, I think it is just part of the disarray in admissions.

Applying for admission at (b)(6), (b)(7)(C) was always pretty easy in the past. This time, a broken admissions office has turned into a months-long mess that keeps getting worse.

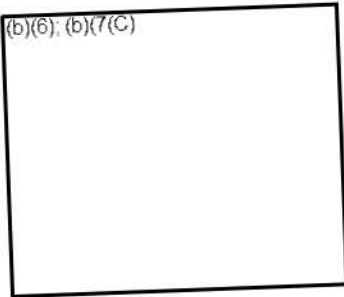
Sincerely,

(b)(6), (b)(7)(C)



September 13, 2009

(b)(6); (b)(7)(C)



Dear (b)(6); (b)(7)(C)

I need your help. I previously wrote my local trustee in Oakdale asking for help. There was no response, so I am trying again.

Unauthorized changes have been made to my transcript. Copies of two Associate degrees I received from (b)(6) are enclosed. The name on my transcript should be the same as it is on my diplomas.

According to her letter, (b)(6); (b)(7)(C) changed my transcript, and/or created a new one. Either change was improper. I need your help to make sure my transcript is put back in proper order.

Unfortunately, exactly what (b)(6); (b)(7)(C) did is not clear. She said she changed the name on my transcript. But much, if not most, of her letter is about requirements for new students at (b)(6). She also sent me a packet of materials for students who have never attended (b)(6); (b)(7)(C).

Because she seems to think I am a first time student at (b)(6) I believe she may have created a new student with the official name she chose for me. By doing so, I am worried that she separated me from my transcript and my diplomas.

I decided last winter that I wanted to take some Computer Science classes that are new since the last time I was in school. I applied early this spring so there would be plenty of time to get everything done to begin attending this fall. But I did not know the admissions department was the mess that it is. After I sent in the form Admissions told me to use, they said they do not use that form. After that, the situation got worse all summer and culminated in the improper changes to my transcript(s).

I contacted Admissions several times in writing and in person. I wrote to (b)(6); (b) and my local trustee asking for help. Nothing has worked. Instead of attending class this fall, I am trying to get the unauthorized damage to my transcript repaired.

Sincerely,

(b)(6); (b)(7)(C)

