

Education whenever the student believes the rights afforded the student by the College policy or the Family Educational Rights and Privacy Act have been violated. Students can obtain copies of the complete College policy statement on student education records from the Registrar's Office.

Request to Prevent Disclosure of Directory Information

The Registrar's Office provides forms to request non-disclosure of directory information at fall registration. The Registrar's Office uses the form to carry out student desires regarding the release of directory information from education records. Forms are effective only for one year; therefore, students must renew this form each fall.

Records Retention Policy

The transcript is the permanent historical record of the student's academic performance at Toccoa Falls College. It contains the semester-by-semester record of enrollment in courses, grades awarded, and degrees conferred. The Registrar's Office permanently retains the transcript in the student's file. The student's file also contains supplemental material associated with admission to TFC, enrollment, and graduation. Examples include petitions for an exemption to policy, degree audits, evaluations of transferred work, and miscellaneous correspondence. The office destroys these supplemental materials five years after the student's last day of attendance.

STUDENT COMPLAINTS AND APPEALS

Complaints

We recognize there are times that students may have concerns or complaints regarding a policy, experience, or a decision. Toccoa Falls College Division of Graduate Studies wishes to provide a clear and efficient way for these concerns or complaints to be presented to the proper office on campus.

A graduate student should contact the Graduate Studies Office when they would like to file a formal complaint. If necessary, the Graduate Studies Office will direct students to the appropriate office. Minor concerns may be resolved quickly, such that no formal record needs to be made. Students may also issue an informal complaint without a written record in instances where they simply want advice or direction on dealing with a concern or complaint. However, students can choose to submit a formal written complaint with the Division of Graduate Studies by completing a "Graduate Student Issues of Complaint/Concern" form.

Complaints may be lodged using the online form found in the Graduate Student Center. The Graduate Studies Office will respond to all complaints within 48 hours. Should unsatisfactory resolution be given to any complaint, the issue may be elevated to the Vice President for Academic Affairs or the Vice President for Student Affairs, as appropriate.

Any student who is not satisfied with the way TFC resolved the complaint should contact the Georgia Nonpublic Postsecondary Education Commission: <https://gnpec.georgia.gov/student-complaints>.

Grade Appeal Process

Students who have concerns related to academic courses (grading, assignments, class policies, course material, etc.) should first discuss the matter with the course professor. If no agreement on the matter can be achieved, the student may consult with the Director of Graduate Studies. If the matter is still unresolved, the student may present the issue to the Vice President for Academic Affairs. The Vice President for Academic Affairs may choose to refer the matter to the Graduate Appeals Committee. Students must submit all appeals and rationale in writing to the instructor within 14 days of the last exam day of the semester in question. Grade changes submitted after this period must have the approval of the Director of Graduate Studies.

Title IX

Title IX of the Education Amendments of 1972 prohibits discrimination on the basis of sex under any education program or activity receiving federal financial aid. Sexual assault and sexual harassment are both forms of sex discrimination prohibited by Title IX.

Toccoa Falls College is committed to providing an environment of learning, living, and working that fulfills the human spirit and promotes a healthy environment for its students and employees. Sexual misconduct includes but is not limited to, sexual assault, sexual harassment, stalking, domestic violence and sexual exploitation committed by Toccoa Falls students, staff or faculty and will not be tolerated. This applies to a variety of campus environments that include academic, athletic, residential and College-sponsored programs, as well as the online learning environment. If you believe you or others have been sexually harassed, assaulted or subjected to sexual misconduct by a TFC student or employee, you are highly encouraged to seek assistance. We want to help. The Title IX Coordinator wants to provide help and support for both the complainant and the accused. Our first priority is our campus community while also being in full compliance with directives provided by the United States Department of Education (DOE) and the Office for Civil Rights (OCR).

Contacting the Title IX Coordinator

Any student or TFC employee, or applicant who has concerns about sex discrimination or sexual misconduct should proactively seek the help of the Title IX Coordinator. Use the following guidelines to help determine if you should seek assistance.

- You desire to understand what measures or options exist if an episode of sex discrimination or sexual misconduct has occurred (sexual assault, sexual harassment, stalking and domestic violence).
- You are unsure about how to proceed if you have been directly or indirectly involved in a situation involving any of the above situations.
- You become aware of an incident that could necessitate a College inquiry/investigation.
- You seek to bring calm or decreased intensity to a situation that has reached a level you didn't anticipate and feel administrative intervention could help.
- You have questions about TFC's policy or procedures involving incidents of sexual misconduct.