



Start here. Go anywhere.

### **Privacy Information for Parents/Guardians**

The following information is relevant for all parents and/or guardians of any Allan Hancock College student regardless of the student's age. This includes students enrolled in Allan Hancock College through the **Concurrent Enrollment/Concurrent Enrollment/College Now!** Program which affords the opportunity to students in high school to take classes at Allan Hancock College. Your student has officially enrolled in an institution of higher education, and as a result, your student is now protected by the Family Educational Rights and Privacy Act (FERPA) of 1974.

### **What does this mean?**

When a student reaches the age of 18 or begins attending a post secondary institution, **regardless of age**, FERPA rights are transferred from the parent/guardian to the student. Students must act on their own behalf. Parents, guardians, relatives, or friends of AHC students are not permitted to enroll, drop, or add classes on behalf of the student. The same applies to requesting transcripts or grade verifications.

Below you will find answers to commonly asked questions.

### **As a parent/guardian, do I have access to my son's or daughter's academic records?**

Under Section 49061 of the Education Code, parents/guardians of community college students do not have a right to access their children's student records, regardless of whether the student is under the age of 18. In accordance with this regulation, students' college records will be released to parents/guardians only with the written consent of the student. (Authorization for Release of Information form may be obtained from the Admissions and Records office).

### **My son or daughter provided me with access to his/her records. Can you email a copy of his/ her transcript?**

Allan Hancock College does not release student's academic information over the phone or by email. Students may order their transcripts online, via the myHancock portal, or submit a written request to the office of Admissions and Records.

**I am a parent/guardian and I need help logging in to, navigating, and/or processing transactions in my child's myHancock account. What do I do?** College officials may only assist the student with access to his/her myHancock account, which contains records covered under FERPA. Additionally, by law at Allan Hancock College students are required to act on their own behalf. Parents, guardians, relatives, or friends of AHC students are not permitted to enroll, drop, or add classes on behalf of the student.

### **As a parent/guardian, can I contact my son's/daughter's instructor regarding course content, assignments, progress report and final grades?**

Your son or daughter is enrolled in a college course and it is important to understand that instructors are required to work directly with students, as opposed to the type of parent/guardian interactions parents are accustomed to at the high school level. Under FERPA (Family Educational Rights and Privacy Act) instructors are not permitted to discuss student performance or other student-related issues with parents/guardians.

The community college environment addresses the learning needs of adults, therefore parents of minor children should consider several scenarios before the child enrolls at Allan Hancock College, such as: The possibility of controversial content in some courses, the maturity level of the minor student and whether that student will be

able to perform at an equivalent level to the adults in the classroom, the legal requirement that the minor student handle all academic issues without parental participation.

Faculty establish a syllabus for each course, which includes the course content or objectives, assignments, a general guide to the pacing of the course and information about how grades will be determined. Once a student receives the syllabus for the course from the instructor and the student decides to remain enrolled in the course, the syllabus becomes the contract

**My student provided me with access to her records. Why didn't I receive a copy of his/her grades after the end of the semester?**

Allan Hancock College doesn't mail final grades. Your student can provide you with a copy of his/her grades from the myHancock student portal. If an official transcript is needed, the student can order an official copy online or by submitting a transcript request to the Admissions and Records office.

**Will I be notified if my son or daughter is placed on academic probation?** No, information about grades and academic standing is provided directly to students. You can, of course, ask your son or daughter to keep you informed about his or her academic performance.

**Where can I find out more about FERPA?**

A: The [U.S. Department of Education](#) is responsible for overseeing FERPA. See their website for additional information.

If you have additional questions contact the office of Admissions and Records at 805 922-6966 ext. 3248. Or by email at [admissions\\_help@hancockcollege.edu](mailto:admissions_help@hancockcollege.edu)