

## 21. Policy on Required Institutional Documents

This policy is to give guidance to DETC accredited institutions on what documents they should maintain. Institutions should check with their legal counsel and their state laws to make certain they are in compliance.

### Essential Documents

The following items should be maintained electronically, in print or by other means at all times:

1. A master copy of each course or program;
2. Copies of each current catalog, bulletin, or brochure, promotional material, and advertisement;
3. Each student's permanent record showing admission date(s), transcript of academic progress from other sources, tuition payments, financial aid, termination, or completion;
4. Each student's application for admission and/or enrollment contract showing name, address, age, date enrolled, and other pertinent information with documents supporting accomplishment of prerequisites established for each course/program; and
5. A copy of the academic record/transcript of credits for each student completing a course or program from the institution.\*

\* must be maintained indefinitely.

Any document that contains a signature, seal, certification, or any other image or mark required to validate the authenticity of its information must be maintained in its original hard copy or in an imaged media format. An institution may maintain a record in an imaged media format only if the format is capable of reproducing an accurate, legible, and complete copy of the original document. When printed, the copy must be approximately the same size as the original document.

When maintaining documents electronically, the institution must document the procedures and provide audit trails to serve as the record that the images were created properly and validated. A migration plan may also be needed to ensure that the information in the images can be accessed through the retention period of the records.

If an institution accepts digitally signed transcripts or verified data that is electronically transferred from an outside source, the institution must document that the outside source uses a system that provides registration and verification of participants, protocols for securely sending and receiving files, logging of file transmissions, and electronic notification. The outside source must also comply with all applicable laws and regulations governing the activities and services provided, including FERPA and other laws concerning the privacy and confidentiality of information and records.

### Useful Information

As helpful guidance to institutions, students should have access to the following information:

(Degree-granting institutions should also see Standard VIII. Advertising, Promotional Literature, and Recruitment Personnel in C.9. Policy on Degree Programs.)

1. The institutional mission, goals, and objectives.

2. Names and titles of administrators of the institution.
3. The legal control, names of trustees, directors, and/or officers of the corporation.
4. A general statement of accredited status and governmental approvals (including DETC’s address, phone number and website address)
5. Hours of operation, including holiday schedule, and faculty/instructor’s availability.
6. List of full-time and part-time faculty, each listed separately, with degrees held and conferring institutions, and the area of teaching specialization.
7. Academic calendar for combination programs or any programs that operate on a fixed calendar.
8. Institution’s admission policy for each specific degree offered, i.e., Associate, Baccalaureate, Master’s, First Professional, or Professional Doctoral degree.
9. Statement of curricula offered including curriculum objective, courses included, total credits required, required prerequisites, requirements for certification, and licensing as appropriate.
10. Expectations for maintaining satisfactory academic progress.
11. Explanation of grading policies, transfer of credits, and equivalent.
12. Assessment and proctoring procedures.
13. Student code of conduct and academic and non-academic dismissal policies.
14. Student complaint or grievance policies and procedures, including DETC contact information.
15. Student identity verification procedures.
16. Student Financial Aid program policy disclosures, as required by federal regulations, if participating in Federal Student Aid.
17. If residence training is required, facilities and/or equipment available to support courses or programs;
18. Graduation requirements, including minimum passing grades.
19. Statement of fees, tuition, and all regular and special charges for each program.
20. Statement of refund policy and cancellations that conforms to the DETC Business Standards.
21. Description of counseling and/or placement services available to students, if any.
22. The institution should include on the front cover or title page of the catalog (or the online equivalent) the year or years for which the catalog is effective.

When prepared for use in a brochure or website, the above may be in abbreviated form.