

Handling Incoming Records Requests

INCOMING - Request from a NON-CCPS School (PK-12 Institution)

1. Date stamp when the request was received.
2. Prepare and Fax the following to the requesting school:
 - a) Birth Certificate
 - b) Immunization/Physical (if applicable)
 - c) KG-12 Student Transcript
 - d) Last/final report card/progress report
 - e) Absence Summary report
 - f) Last IEP on file (if applicable) (DocVault or Enrich)
3. Date stamp when the request was completed.
4. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

INCOMING - Request from an Individual (Parent / Legal Guardian, Former / Current Student 18 or older)

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID.
3. Prepare and Fax the following to the requesting school:
 - a) Birth Certificate
 - b) Immunization/Physical (if applicable)
 - c) KG-12 Student Transcript
 - d) Last/final report card/progress report
 - e) Absence Summary report
 - f) Last IEP on file (if applicable) (DocVault or Enrich)
4. Date stamp when the request was completed.
5. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Handling Incoming Records Requests

Graduation Verification

(Post-Secondary Institution, Corporation, or Agency)

1. A signed student release form must accompany the request. If not, contact the requestor for a signed release.
2. Refer to a student transcript to confirm graduation data.
3. Complete the graduation verification request form carefully using transcript data.
4. Fax the completed request to the requestor.
5. Date stamp when the request was completed.
6. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Transcript – Official

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID (if applicable).

Note: A signed release from the student must accompany any request from an agency, corporation, or institution - no photo ID is required)
3. Generate and print the Transcript.
4. Place your school's "Official Transcript" stamp on each page.
5. Sign and Date the signature page.
6. Emboss the signature page.
7. Enclose in a "sealed" envelope.
8. Stamp the seal of the envelope diagonally with the "Official Transcript" stamp.
9. Deliver to the requestor (school or individual) via mail or hand-delivery.
10. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Transcript – Unofficial

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID (if applicable).

Note: A signed release from the student must accompany any request from an agency, corporation, or institution - no photo ID is required)
3. Generate and print the Transcript.
4. Place your school's "Official Transcript" stamp on each page.
5. Sign and Date the signature page.
6. Deliver to the requestor (school or individual) via mail or hand-delivery.
7. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Handling Incoming Records Requests

Subpoenas

→ School Board Attorney

1. Adhere to the Neola Policy 8330A - SUBPOENA PROCEDURES FOR STUDENT RECORDS.
2. Contact the Office of the School Board Attorney.

Public Records

→ Communications Department

1. Adhere to the Neola Policy 8310 - PUBLIC RECORDS REQUEST.
2. Contact the Communications Department.

Social Security

1. Date stamp when the request was received.
2. Prepare and Fax the following to the Social Security Office using the coversheet as instructed:
 - a) All Records
3. If the request includes Teacher/Administration Questionnaires which need to be completed, have the proper individual(s) complete and return to the SS Office via fax (including the original coversheet).
4. Date stamp when the request was completed.
5. Send the completed records request form and questionnaire(s) (if applicable) to RECORDS DEPARTMENT to be scanned as loose paperwork.

Immigration

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID.
3. Prepare and Deliver to the requestor (school or individual) via mail or hand-delivery.
 - a) KG-12 Student Transcript
 - b) Enrollment history
4. Date stamp when the request was completed.
5. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Handling Incoming Records Requests

Report Cards/Individual Documents

(Parent/Student; Inactive/Active)

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID.
3. Prepare and Deliver to the requestor (school or individual) via mail or hand-delivery.
4. Date stamp when the request was completed.
5. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

Enrollment Verification Request

(PK-12 Institution – NON-CCPS)

1. Requestor completes the Records Request Form.
2. Prepare and Deliver to the requestor (school or individual) via mail or hand-delivery.
 - a) Refer to the Enrollment History screen.
3. Date stamp when the request was completed.
4. Send the completed records request form and supporting documents (if applicable) to RECORDS DEPARTMENT to be scanned as loose paperwork.

IRS

1. Requestor completes the Records Request Form and provides a copy of their photo ID.
2. Make a copy of the requestors photo ID.
3. Prepare and Deliver to the requestor (school or individual) via mail or hand-delivery.
 - a) Use the Template Letter provided by the IRS.
<https://www.irs.gov/credits-deductions/individuals/earned-income-tax-credit/school-template>
4. Date stamp when the request was completed.
5. Send the completed records request form and supporting documents (if applicable) to RECORDS DEPARTMENT to be scanned as loose paperwork.

Healthcare Provider

(David Lawrence, Physicians Office, etc.)

1. A signed student release form must accompany the request. If not, contact the requestor for a signed release.
2. Prepare and Deliver to the requestor via mail or hand-delivery.
 - a) Document(s) requested.
3. Fax the completed request to the requestor.
4. Date stamp when the request was completed.
5. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

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Public Defenders Office

1. A signed student release form must accompany the request. If not, contact the requestor for a signed release.
2. Prepare and Deliver to the requestor via mail or hand-delivery.
 - a) Document(s) requested.
3. Fax the completed request to the requestor.
4. Date stamp when the request was completed.
5. Send the completed records request form to RECORDS DEPARTMENT to be scanned as loose paperwork.

DCF / Guardian Ad Litem

1. A signed student release form must accompany the request or a legal document stating court decree. If not, contact the requestor for a signed release/legal document.
2. Prepare and Deliver to the requestor via mail or hand-delivery.
 - a) Document(s) requested.
3. Fax the completed request to the requestor.
4. Date stamp when the request was completed.
5. Send the completed records request form and supporting document(s) (if applicable) to RECORDS DEPARTMENT to be scanned as loose paperwork.