

Armijo, Alicia, HED

From: Ashley Campbell <acampbell2@unm.edu>
Sent: Tuesday, December 10, 2024 10:24 AM
To: Armijo, Alicia, HED
Subject: [EXTERNAL] Public Comment on NMAC 5.100.6.14 - Retention of Student Complaint Records

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Hi Alicia,

I realized I was a bit confused about which NMAC was discussed in the last meeting. It seems it was NMAC 5.100.6.14, so here is my comment on it. If I'm mistaken and this will be covered in an upcoming meeting, please let me know. Thank you!

Public Comment on NMAC 5.100.6.14 - Retention of Student Complaint Records

As a higher education professional with experience in compliance and institutional effectiveness, I support the requirement for institutions to retain records of student complaints and the associated processing activities. Clear documentation of complaints promotes transparency, accountability, and fairness in addressing student concerns. It also ensures compliance with applicable laws and supports institutional improvement by identifying patterns or systemic issues.

However, I recommend adding specific guidance on the length of time these records must be retained and ensuring alignment with federal record retention requirements, such as those outlined by the Department of Education. This will help institutions navigate overlapping compliance standards and reduce ambiguity. Additionally, I encourage the inclusion of provisions ensuring records are securely stored and accessible to authorized personnel only, safeguarding student privacy in accordance with FERPA and other relevant regulations.

Finally, to enhance understanding and implementation, providing institutions with examples of compliant policies and recordkeeping practices would be beneficial. This can help smaller institutions or those with limited resources establish effective systems that meet the requirements of NMAC 5.100.6.14. Thank you for the opportunity to comment on this important matter.

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