

Methodist Healthcare Memphis Hospitals

2025 Annual Notice

This ACPE: The Standard for Spiritual Care & Education CPE center takes seriously the care, privacy, and confidentiality of all student records as matters of ethical practice and handles student records in ways compliant with stipulations of the Family Education Rights and Privacy Act (FERPA). This ACPE CPE center/program guarantees to its students the right to inspect and review education records, to seek to amend them, and to specify control over release of record information. This ACPE CPE Center guarantees students the right to file a complaint against the program for alleged violations of these FERPA rights. A student in our CPE program owns the information we keep about him/her. It will not be shared without a student's written permission.

Some information on the Face Sheet of an ACPE Student Application Form kept on file constitutes "Directory Information." Directory Information is not generally considered harmful or an invasion of privacy if released. Examples of Directory Information are: student name, address, phone number, email, and previous education. This Center does not create or maintain a directory and does not share information considered to be Directory Information with the public. Information considered to be Directory Information is for internal use only.

A Student Record in this center is any record we collect from which a student's identity can be recognized whether paper, electronic, video, audio, biometric, etc. All official Student Records must include: An ACPE Face Sheet giving directory information and the Use of Clinical Materials Consent Form. These items will be retained indefinitely. A copy of the Certified Educator's end of unit evaluation, the student's response to the end of unit evaluation, if submitted, and the student's self-evaluation for every unit completed are part of the Student Record and will be retained as part of the student record for six (6) years.

A Level 1/Level 2 Student Record may also include a copy of the following: our signed Confidentiality Statement and Training Agreement, signed Disclosure Form, copies of consultation documents like presenter and/or consult summary report(s). Further, for a Certified Educator Candidate, the student record may include a copy of the following: Educator Abstract, Confidential Best Practice Verbatim, Current ACPE Certification Commission Face Sheet, presenter and consultation and/or certification action reports, and theory papers. Application materials of admitted and matriculated students are part of the student record. These items are retained for a length of time to be determined by the Director of CPE.

Information on record is used by education officials to enhance process education, to verify students' status or achievement, and to aid students who need documentation listed that is traditionally used for pastoral, educational, and/or professional advancement or transfer of training context. A student has the right to object to record content. If not negotiable, the written objection will be kept with and released with the record. Mandatory content is not negotiable. Inclusion of items that may be included is the prerogative of a faculty Educator. The Director of CPE has the right of final say. Any student objection should be written. It will be kept and released with the record. Grades are exempted from this right per FERPA.

A student may review his/her record by making written request to the Director of CPE. Access will occur within 45 days. Students unable to be present may request and be sent a copy. Students with outstanding financial obligations may receive a copy. However, each page will include the

qualification, “not available for official use.” Students who view their record at the Center and wish to make one copy may use the department’s copy machine.

Student records are kept in the main office of CPE at MHMH. The Director of CPE is primary contact person for record access and accreditation issues. “Educational Officials” with access to Student Records without student consent include: The Director of CPE, his/her administrative assistant, ACPE Certified Educators, faculty members, and Certified Educator Candidate (s) authorized with a specific purpose by an Educational Official. Access may occur where there is “legitimate education interest.” This includes, but is not limited to, the following: 1) Processing application for further CPE; 2) Gain perspective on performance or learning; 3) Check reference information; 4) Add changes of Education; 5) Clarify education themes or concerns; 6) Establish facts, 7) Audits for complaint or qualified surveys, 8) Research; 9) Determining program demographics, 10) Annual Report completion; 11) Validate compliance with regulations or standards, 12. Death(s); 13) CEC certification preparation; and 14) Help with developing vitae.

Students in this CPE Center are responsible to maintain their own files for future use. This Center keeps student records for six years. After six years, the Center may empty the student record except for the application face sheet with identification information and the Use of Clinical Materials Consent Form. We use a secure document shredding service to destroy all confidential material. When you received from an ACPE Certified Educator his/her written evaluation, s/he will clarify the Center does not keep a permanent file. When students request that copies of the educator’s evaluation reports and/or their own evaluations be sent to their theological school, they are responsible for requesting this of the ACPE Center and for giving written consent for the Center to send this information. These records shall not be open to anyone outside the CPE center except with a student’s written request.

There are some exceptions that exist which override the requirement not to release information within a student record. Release may occur: to protect the health or safety of the student or others; for the purpose of accreditation or complaint review; and as required for legal processes. It is the practice of this CPE Center that before releasing material in any of these circumstances, a consult will occur with the ACPE Executive Director or ACPE Associate Executive Director. A final access exception is the circumstance in which a Center vacates its accreditation, and/or, if a Center is without an Educator. In both cases, the executive to whom the program reports may access student files to abet transfer and/or ensure guardianship. In the absence of an ACPE Certified Educator, only the appointed designee indicated in the program’s policy for student record management is authorized to retrieve student records with a student’s written request and written authorization. Educators may keep process notes on students. These notes are for the exclusive use of the Educator; they are not part of a student’s record and are kept separately from the student record.

Prior to any program’s commencement, we publicize our Annual Notice of protocols for proper handling of student records during the mandatory Center orientation. A copy is kept in the Master Student Handbook located in the CPE classroom at the main CPE Educational Site. The location is at a faculty member’s discretion.

Violations of Annual Notice protocols may be reported to the Chair of the Accreditation Commission at: ACPE, Inc., 1 Concourse Pkwy, Suite 800, Atlanta, GA 30328 or via email: accreditation@acpe.edu.