

## RECORDS REQUESTS

**General Information**

Atlanta Public Schools offers a secure website to student records and employment verifications online.

All requests for student records/information will be submitted and paid for online. **Phone, email, paper and fax requests are not accepted.**

Per District policy and the Family Educational Rights and Privacy Act (FERPA) student records are only available to those who have authorization from the student or parent, guardian, or responsible person if the student is less than 18 years of age. If the student is 18 years of age or older, school records will not be released to a parent, guardian, or responsible person without the student's written consent.

**PROCESSING TIME AFTER RECEIPT OF RECORD REQUEST**

**Current Students and Recent Graduates:** Within 3 -5 Business Days

**Former Students:** Up to 5 - 10 Business Days

**Replacement Diplomas:** Once APS has confirmed your graduation, replacement diplomas take approximately 4 weeks from the time of payment to the vendor (Minuteman Press).

**Legal Subpoenas/Court Orders** for student records must be submitted to [records@atlanta.k12.ga.us](mailto:records@atlanta.k12.ga.us) with the subject line of: APS Subpoena or delivered in-person to the APS Records Center.

**Business Hours**--Records requests will be processed during normal business hours, Monday - Friday 8:00am - 4:00pm. The office will be closed for the following dates each year. Requests submitted during this time will be processed with the office reopens.

- M. L. King Holiday
- Spring Break - April 1, 2023 - April 5, 2024
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Break
- Semester Break - December 20, 2024 – January 1, 2025

**Please note the information below.**

**You will receive emails** from [scribOnline@scribsoft.com](mailto:scribOnline@scribsoft.com) to notify you of the status of your order. It is important you read those emails carefully as additional information may be required to process your request.

**APS will waive all fees for approved former student hardships cases**, please complete the online application and proceed to check out. Click on "Request Hardship Fee Waiver" on the payment page. These requests must be completed in the office.

**There are NO fees for 2023 graduates.**

All Corporations must complete and pay for the student records requests online. Requests to colleges/institutions will be fulfilled electronically if the organization has indicated they accept Electronic records. If you are requesting records to distribute 'personally' and would like to receive your records electronically, please make sure to select the *Electronic Copy emailed to Requester* Information Type(s). All electronic records can be forwarded to 3rd parties and verified for authenticity by visiting <https://scribsoft.com/verify-credentials.html>. *You are responsible for ensuring that the receiving party will accept 'electronic' copies that are sent by you.*