

**RULES  
OF  
TENNESSEE STUDENT ASSISTANCE CORPORATION**

**CHAPTER 1640-01-30  
ACCESS TO PUBLIC RECORDS**

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**1640-01-30-.01 PURPOSE AND SCOPE.**

- (1) The purpose of these rules is to establish procedures regarding public records requests received by the Tennessee Student Assistance Corporation, and to provide economical and efficient access to Public Records subject to the Tennessee Public Records Act or "TPRA" in Tennessee Code Annotated §§ 10-7-501, et seq.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.

**1640-01-30-.02 DEFINITIONS.**

- (1) "TSAC" means the Tennessee Student Assistance Corporation.
- (2) "Office of Open Records Counsel" or "OORC" means the State of Tennessee Office of Open Records Counsel, established pursuant to T.C.A. §§ 8-4-601 et seq., or any successor office or entity.
- (3) "Public Records" means all documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by any governmental agency, not otherwise protected by law or exempt from disclosure under the Tennessee Public Records Act.
- (4) "Public Records Request Coordinator" or "PRRC" means any individual within the Tennessee Student Assistance Corporation whose role it is to ensure public records requests are routed to the appropriate Records Custodian and are fulfilled in accordance with Tennessee Public Records Act.
- (5) "Records Custodian" means any office, official, or employee of the Tennessee Student Assistance Corporation lawfully responsible for the direct custody and care of a public record. The Records Custodian is not necessarily the original preparer or receiver of the record.
- (6) "Requestor" is a person seeking access to a public record, whether it is for inspection or duplication.
- (7) "TPRA" is the Tennessee Public Records Act in T.C.A. §§ 10-7-501, et seq.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.

**1640-01-30-.03 REQUESTING ACCESS TO PUBLIC RECORDS.**

- (1) TSAC shall provide access to its Public Records to any citizen of Tennessee.
- (2) A Requestor may request access to Public Records maintained and received by TSAC by making a request in person, by telephone, mail, or email. All public record requests should be directed to TSAC's PRRC. Any employee of TSAC who receives what they believe may be a public records request, formal or informal, shall immediately notify the PRRC.
- (3) Requests for inspection are not required to be made in writing. Requests for inspection may be made in-person at TSAC's office, by telephone, or in writing by mail or email. Email requests shall be sent to [THEC.TSAC.PublicRecords@tn.gov](mailto:THEC.TSAC.PublicRecords@tn.gov).
- (4) A Requestor shall make a request for copies of Public Records in writing to the PRRC using TSAC's Public Records Request Form, which can be found on TSAC's website. The request for copies may be submitted by mail to the attention of the PRRC at TSAC's current mailing address, or by email to [THEC.TSAC.PublicRecords@tn.gov](mailto:THEC.TSAC.PublicRecords@tn.gov).
- (5) Any request for inspection or copying of a Public Record shall be sufficiently detailed to enable TSAC to identify the specific records for inspection or copying.
- (6) A Requestor may assert Tennessee citizenship by presenting valid government-issued photo identification that includes the Requestor's address. The PRRC may waive the requirement of having the Requestor present government-issued photo identification if the Requestor has previously provided proof of Tennessee citizenship or the Requestor provides other reliable evidence of Tennessee citizenship.
- (7) The designated PRRC is TSAC's Deputy General Counsel, and may be reached at TSAC's offices of record in Nashville or [THEC.TSAC.PublicRecords@tn.gov](mailto:THEC.TSAC.PublicRecords@tn.gov).

**Authority:** *T.C.A. §§ 10-7-503 and 10-7-506. Administrative History: Original rule filed July 17, 2019; effective October 15, 2019.*

**1640-01-30-.04 RESPONDING TO PUBLIC RECORDS REQUESTS.**

- (1) Upon receipt of a public records request, the PRRC shall review the request, consult with the appropriate Records Custodian as needed, and make an initial determination of the following:
  - (a) If the Requestor provided sufficient evidence of Tennessee citizenship pursuant to Rule 1640-01-30-.03(6);
  - (b) If the records requested are described with sufficient specificity to identify them; and
  - (c) If TSAC is the custodian of the Public Records.
- (2) The PRRC shall acknowledge receipt of the request and take any of the following appropriate action(s):
  - (a) Advise the Requestor of these Rules regarding:
    1. Requirement of proof of Tennessee citizenship;
    2. Form(s) required for copies;
    3. Fees, labor thresholds, and waivers, if applicable; and

(Rule 1640-01-30-.04, continued)

4. Aggregation of multiple or frequent requests.
  - (b) Denial of the request as outlined in Rule 1640-01-11-.04(3);
  - (c) If appropriate, contact the Requestor to determine if the request can be clarified.
  - (d) Upon acknowledgement of receipt of the request, immediately forward the records request to the Records Custodian.
- (3) If appropriate, TSAC will deny the request in writing using TSAC's Public Records Request Response form, providing the ground for denial which may include, but shall not be limited to:
  - (a) The Requestor is not a Tennessee citizen;
  - (b) The request lacks sufficient specificity, in which case the PRRC shall offer to assist in clarification;
  - (c) The record request is exempt from disclosure under the TPRA. The PRRC shall provide the applicable exemption in the written denial.
  - (d) TSAC is not the custodian of the requested records. If the requested records are in the custody of a different governmental entity, and the PRRC knows the correct governmental entity, the PRRC will advise the Requestor of the correct governmental entity;
  - (e) The record(s) requested do not exist.
- (4) The PRRC shall coordinate with the appropriate Records Custodian to promptly make public records available in accordance with T.C.A. § 10-7-503. If not practicable to promptly provide the requested records or the records need to be segmented because of the large volume of records to be provided, then the PRRC, or Records Custodian as designee, shall, within seven (7) business days from the receipt of the request, send the Requestor a completed Public Records Request Form notifying them of such, and that a records production schedule will be provided as expeditiously as practicable. Any segmentation of records must be authorized by the PRRC or TSAC's General Counsel's Office.
- (5) If a Public Record contains information not subject to disclosure under the TPRA, TSAC shall prepare a redacted copy of the Public Record prior to providing access. Whenever a redacted record is provided, TSAC shall provide the Requestor with the basis for redaction. Any redaction must be authorized by the PRRC or TSAC's General Counsel's office.
- (6) If the PRRC or Records Custodian discovers records responsive to a records request were inadvertently omitted, the PRRC, or Records Custodian as designee, will contact the Requestor concerning the omission and produce the records as quickly as practicable.
- (7) The Records Custodian shall provide the requested records to the PRRC once compiled. The PRRC will coordinate delivery of the records to the Requestor for pickup, by mail to the Requestor's home address or other acceptable address within Tennessee, or by electronic delivery to an email provided by the Requestor.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.

#### **1640-01-30-.05 INSPECTION OF PUBLIC RECORDS.**

- (1) There shall be no charge for inspection of open public records.

(Rule 1640-01-30-.05, continued)

- (2) The location for inspection of public records within TSAC's offices should be determined by either the PRRC or the Records Custodian.
- (3) Public records may be inspected during regular business hours. Under reasonable circumstances, the PRRC or a Records Custodian may require an appointment for inspection or may require inspection of records at an alternate location.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.

#### **1640-01-30-.06 CHARGES, PAYMENT, AND WAIVERS.**

- (1) TSAC shall not use fees or charges for copies of public records to hinder citizen access to public records. TSAC shall make reasonable efforts to provide copies of requested records in a manner that will minimize or eliminate cost to TSAC and the Requestor. TSAC's schedule of fees and charges shall not exceed the amounts authorized by the OORC Schedule of Reasonable Charges and shall be published on TSAC's website.
- (2) The PRRC or Records Custodian shall provide Requestor with an itemized estimate of charges prior to producing copies of records and may require pre-payment of such charges before producing requested records. Payment is to be made by personal check or money order, payable to the Tennessee Student Assistance Corporation, and presented to the Records Custodian or PRRC.
- (3) If an outside vendor is used to duplicate records, the actual costs assessed by the vendor will be added to any other applicable charges incurred by TSAC.
- (4) TSAC may waive or reduce any part of the fees calculated under these rules upon a written determination that such waiver or reduction would be in the best interests of the public.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.

#### **1640-01-30-.07 AGGREGATION OF FREQUENT AND MULTIPLE REQUESTS.**

- (1) TSAC may aggregate record requests when more than four (4) requests are received within a calendar month from either a single individual or a group of individuals deemed to be working in concert.
- (2) If aggregating, the level at which records requests will be aggregated is the agency-level, encompassing all divisions of TSAC.
- (3) The PRRC is responsible for making the determination a group of individuals are working in concert. The PRRC or Records Custodian must inform the individuals that they have been deemed to be working in concert and that they have the right to appeal the decision to the OORC.
- (4) Routinely released and readily accessible records excluded from aggregation include, but are not limited to, any record regularly maintained by TSAC in electronic format that does not require redaction or other modification and can be delivered to the Requestor via electronic means.

**Authority:** T.C.A. §§ 10-7-503 and 10-7-506. **Administrative History:** Original rule filed July 17, 2019; effective October 15, 2019.