

## STUDENT RECORDS PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Category:	Student/Academic
Parent Policy:	D49
Approval Date:	May 20, 2021
Effective Date:	June 15, 2021
Procedure Owner:	Registrar

Overview:	<p>The creation, management and retention of student academic records are the responsibility of the Office of the Registrar. Therefore, in accordance with this procedure, the Registrar has the responsibility and authority to grant or deny access to student records. All matters pertaining to the interpretation of this procedure should be referred to the Registrar.</p>
Procedures:	<p><b>Student Records Retention</b>  Student records are maintained by the Office of the Registrar for a period of three years after final activity (withdrawal, completion, or graduation).</p> <p>Information of a permanent nature is captured on the electronic record and includes transcript information, final grades, withdrawal information, anecdotal information, and, in some instances, Work Integrated Learning (WIL) documentation.</p> <p><b>Student Records Disposition</b>  No records should be destroyed or erased prior to the minimum retention period (three years). Paper records can be recycled (if confidential and/or personal information is not evident); shredding of most documents is recommended before disposal. Records on electronic media are deleted through a specific action or erased automatically after a specified period of time. Transitory records that contain personal or sensitive information should be deleted or shredded.</p> <p><b>Change of Name and Address</b>  Name and address are considered confidential and used only for official College business. Having students' legal and preferred name, address, and contact information on file with the College is critical to effective College communications.</p> <p><b>Change of Name</b>  All name changes must be submitted in writing and accompanied by at</p>

least one of the following official government-issued identification forms:

- marriage/name change certificate
- valid driver's licence
- passport
- citizenship documentation
- Only a current ID document or card will be recognized as valid. An expired ID document or card will not be accepted

A student's legal first name must appear on official College documents, such as:

- Official transcripts
- Co-Curricular record
- Parchment/convocation documents
- Tax forms
- Financial Aid and Scholarship documents
- Confirmation of Registration

#### **Change of Address**

Students may change their address and telephone number by:

- using the self-serve option on MyOldsCollege
- communication directly with the Office of the Registrar

#### **Access To Student Records And Disclosure Of Information**

Personal information is defined in the Freedom of Information and Protection of Privacy Act as recorded information about an identifiable individual. Olds College staff shall ensure that the personal information of students is not inappropriately disclosed.

#### **Public Access**

The following information is not deemed to be an unreasonable invasion of personal privacy under the FOIP Act and may be released to a third party without consent:

- Name
- Registration confirmation
- Certificate(s)/diploma(s)/other credential(s) awarded from the College
- Name of awards received
- Graduation / completion confirmation including attendance at or participation in a public event or activity related to the institution (e.g., graduation, awards ceremony or cultural event)
- Personal information that exists in other public forums

Except as specified as follows, all other information will be disclosed with a completed Consent to Release Information Form.

#### **Student Access**

- Students have the right to inspect all information contained in their academic record and can review personal information under supervision. The right of access does not allow the right to remove, change or destroy

information.

- Students have the right to request that erroneous information contained in their record be corrected and that recipients of any information found to be in error be advised of the correction.
- Upon completion of the Transcript Request Form, eligible individuals, who have no outstanding financial obligations to the College, may obtain an official transcript issued as a secure document.

#### **Staff Access**

Faculty and staff of the College may be given access to information contained in student records provided the information is necessary to perform official duties.

#### **Legally Mandated Access**

Specified records, or portions thereof, may be provided to persons or agencies pursuant to:

- a court order, summons or subpoena directing the College to release information
- an enactment of Alberta or Canada that authorizes or requires the disclosure (e.g., reports to Statistics Canada)
- requirements of professional licensing and certification bodies

#### **Emergency Access**

In an emergency situation involving the health and safety of an individual, or in compassionate situations, the Registrar, or a VP of the College may authorize the release of information if they consider it to be in the student's best interest. In most cases and where possible, third party contact information will be taken and relayed to the student immediately for follow-up by the student.

#### **Definitions:**

**Disposition:** refers to the destruction or erasure of records.

**Legal Name:** the name that appears on legal documents such as a birth certificate or passport.

**Preferred Name:** the name by which one chooses to identify within the Olds College community and may differ from an official/legal name.

**Transitory Records:** Are records that are short-term, immediate or of no value to the organization.

#### **Related Information:**

[Student Records Policy](#)  
[Consent to Release Information Form](#)  
[Transcript Request Form](#)  
[Registration, Payments And Refunds Procedure](#)

#### **Review Period:**

3 Years

#### **Revision History:**

June 2021: New