

TITLE: ACCESS TO STUDENT ACADEMIC RECORDS

POLICY STATEMENT:

Students have a right to access records in the custody or control of Red Deer College (RDC) containing their personal information in compliance with the Freedom of Information and Protection of Privacy Act (FOIPP).

PURPOSE:

The purpose of this policy is to provide applicants and students access to personal information contained in their academic records and to specify the terms of access, control and use of this information by staff.

SCOPE:

This policy applies to all Students and Staff.

PRINCIPLES:

Procedures and decisions at Red Deer College:

1. Treat all persons fairly and respectfully.
2. Are nondiscriminatory and non-intrusive.
3. Incorporate open, honest and timely communication.
4. Are made in a timely manner.
5. Provide appropriate confidentiality and privacy.
6. Provide appropriate access to education.
7. Ensure that all persons have access to informed support regarding policies, procedures, rights and responsibilities.
8. Operate with clear written expectations for conduct and handling of complaints.
9. Meet all accreditation standards.
10. Maintain and clearly state a high standard of instruction and administration in all areas of educational programs and services.
11. Are communicated in alternate forms to those who require such accommodation.

DEFINITIONS:

Academic Information: includes educational information collected from the application for admission, course registration, program changes, official transcripts of grades, transfer credit, awards, academic standing, graduation, credential(s) awarded and documented acts of academic misconduct.

Academic History: the academic history of a student from the point of application through to graduation.

Academic Record: the electronic and paper record of an applicant or student containing both academic and non-academic information.

Electronic Record: academic and non-academic information stored in the student information system (Banner).

Identification: documentation that proves the identity of the student including RDC ICard or government issued photo identification.

Non-academic Information: includes demographic information, Study Permits, supplemental information and forms such as Consent to Release Information.

Transcripts: the official record of academic history for a student, printed on tamper proof paper, documenting courses completed, grades, grade point average, academic standing, award of a credential and co-curricular activities.

Paper Record: academic and non-academic information contained in the paper file stored in the Registrar's Office.

GUIDELINES:

1. Personal information is collected under the authority of the Post-secondary Learning Act of Alberta, the Freedom of Information and Protection of Privacy Act of Alberta (FOIP), the Statistics Act of Canada and the Income Tax Act of Canada.
2. Personal information is retained and used to determine eligibility for admission and registration in programs; collecting transcripts; administering records, scholarships and awards; providing student services; and for alumni relations and fundraising.
3. Personal information contained in the student academic record may be disclosed to academic and administrative units for planning and research activities; federal and provincial agencies for reporting requirements; contracted or public health care providers, including collaborative educational, funding, and workplace agencies as required; and the Student's Association of Red Deer College through data sharing agreements.
4. RDC will correct personal information where the individual believes that an error or omission has been made during collection.
5. RDC has the right and responsibility to authenticate an individual's identity before modifying records, releasing information or making corrections to personal information.

PROCEDURE:

1. Student Access

1.1. Students can access their academic record through:

1.1.1. TheLoop to view personal information, grades, schedules and fees.

1.1.2. The Registrar to view personal information contained in their electronic and paper record.

1.2. Students must provide appropriate identification to RDC prior to viewing the electronic or paper record or making changes to the academic record.

- 1.3. A copy of the student's academic record will be provided upon request. The contents of the academic record are the property of Red Deer College.
- 1.4. Students can request the Registrar to apply, or remove, a Confidential Hold to their Academic Record.
- 1.5. Students request the Registrar to correct their personal information.

2. Staff Access

- 2.1. The Registrar restricts and controls access to the student academic record.
- 2.2. Staff access to student academic records is on an as-needed basis for the purpose of conducting business. Only those portions of the academic record relevant to the business need will be accessed.
- 2.3. Requests for access to the electronic record are directed to the Student Information System Coordinator who will designate access and determine training required based on the staff member's role. Access is determined on the basis of a need to know in order to conduct business.
- 2.4. Requests for access to the paper record are directed to the Administrative Assistant, Registrar's Office, who will retrieve the record and arrange for viewing in private. The paper record must remain in the custody and control of the Registrar's Office.
- 2.5. Access to electronic or paper records can be revoked by the Registrar should there be a compelling reason to do so.

3. Retention of Records

- 3.1. The Registrar retains student academic records in accordance with [RDC Records Classification and Retention Schedule](#).
- 3.2. The instructor retains the following personal information used to assign the final grade to a student in compliance with section 35(b) of FOIPP Act and [RDC Records Classification and Retention Schedule](#).
 - 3.2.1. The student marks earned from assignments, exams and projects submitted by students for a period of one year.
 - 3.2.2. Assignments, exams and projects submitted by students for a period of one year unless they are returned to the students.

OFFICER RESPONSIBLE: Vice President Academic

RECOMMENDING AUTHORITY: Deans' Council

CONSULTATION FOR REVIEW: Registrar, Director of Student Services, Student Funding and Awards Manager, Deans' Council, Executive Director of Strategic Planning and Analysis, Students' Association, Coordinator - Formal Appeal Committee

POLICY REVIEW DATE: July 1, 2020

EFFECTIVE DATE: July 1, 2015

REVISION HISTORY: July 1, 2001
July 1, 2005
July 1, 2015

RELATED POLICIES:

- [Freedom of Information and Protection of Privacy](#)
- [Information Requests – Formal Access Standard Practice](#)
- [Records and Information Management](#)
- [Student Rights and Responsibilities](#)