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Policy Statement

Acsenda School of Management is committed to creating, maintaining, and destroying student records in accordance with regulatory and legislative requirements and industry standards. This document sets out ASM’s policy on the collection, use, storage, destruction, and disclosure of the personal information that forms part of the Official Student Record and the personal information collected on prospective applicants and applicants who do not become students. It applies to the Registrar’s Office, the Faculties, and all other academic and administrative units that are the primary and secondary custodians of specified data collected and stored about prospective applicants, applicants, students, alumni, and former students of ASM.

Purpose

The purpose of ASM’s Student Records policy is to ensure responsible management of student records and record-keeping systems, regardless of the medium in which they are stored.

Scope

By applying for admission to Acsenda School of Management and by registering in programs or courses at ASM, students accept ASM’s right to collect pertinent personal information. ASM uses this information to assess students’ qualifications for admission, to establish a record of their performance in programs and courses, to provide the basis for awards and governmental funding, and to assist ASM in the academic, operational, and financial administration of its affairs.

All documentation submitted to ASM in support of an application for admission, financial award, or as part of any investigation, appeal/petition, or request, becomes the property of ASM. Official documents received by ASM from other institutions or organizations are not released, returned, or redirected.

Official documents must be sent directly to the Registrar’s Office. If they are not received in a sealed envelope that remains unopened and free of tampering, they will not be accepted official documents.

Official physical records are stored in the Registrar’s Office: A student official record typically contains (where applicable):

- all letters and admission forms which bear the signature of the student or their designate;
- all documents used to support an offer of admission, including résumé, Letter of Intent, official transcripts of previous education, language proficiency test scores, letters of recommendation;
- medical documentation;
- other factual documentation considered pertinent to the student’s studies, including but not limited to study permits, visas, copies of passports; and
- documentation related to official leaves of absence, formal appeal decisions, disciplinary actions, and any other official transactions.

All committee records that contain personal information must be maintained in a secure location. This includes but is not limited to application forms, essays, recommendation letters, and awards letters. All official student documentation is sent to the Registrar’s Office for retention in the students’ record. Please refer to the Student Awards Policy – 9009 for additional details.

Other records, such as examinations, academic progress records, student loans documentation, and financial payment plan agreements are retained and secured in the department responsible.

Copies of records related to official student requests for review or for appeal shall be sent to the Registrar’s Office for retention as part of the official student record and in accordance with ASM’s Retention Schedule.

Accuracy of Records

Unsubstantiated allegations or accusations are not incorporated in students’ official records.

Any requests to change a name, by means of alteration, deletion, substitution, or addition, must be accompanied by appropriate supporting official documentation.

Students have the right to inspect all information contained in their own record, subject to applicable access-to-information and protection-of-privacy laws and with the exception of evaluations and letters of reference supplied to ASM, with the understanding that they be kept confidential.

Storage, Access, and Security of Records

ASM stores student records in physical (paper) and in electronic format.

The Registrar’s Office stores and safeguards the physical student official records. All physical records are secured within at least 2 levels of security. Information Systems stores and safeguards all electronic student records. All records are secured and backed up according to industry standard protocols.

Only if granted security access to do so, ASM faculty and staff may store general student information as part of correspondence attached to the students’ electronic profile in the student information system. Staff may not store medical or other highly sensitive or confidential information as part of the general student electronic profile. These records must be stored as part of the official student record in the Registrar’s Office, with a cover notation only in the electronic profile.

Only registrarial staff may access the physical student official records. Faculty and staff who have a legitimate need for the information in order to perform their official duties may be granted access to limited components of official student records. Student official records may not be removed from the Registrar’s Office without the Registrar’s (or designate’s) consent.

Only the Registrar’s Office is authorized to produce official transcripts. All official transcripts are complete and unabridged. The Registrar’s Office does not produce partial transcripts.

If a student has outstanding required documents or outstanding debts to ASM, access to official records will be restricted and certain academic documents (e.g., transcripts, degree parchments) may be withheld until payment is received in full.

Documents pertaining to a student’s achievement at another institution, which may have been received by ASM, will not normally be released or redirected.

Unless compelled to do so by law, or authorized by the student in writing, ASM will not disclose the contents of student records to any party outside ASM, including the immediate family, without first obtaining the student's written consent.

The following information is considered strictly confidential.

| | | |
|---------------------------------------|--------------------------|--|
| • Legal Name | • Gender | • Ethnicity |
| • Permanent / Local address and phone | • National ID (e.g. SIN) | • Dates when degrees awarded |
| • Degree program registration | • Country of citizenship | • Previous schools attended |
| • Courses taken | • Citizenship status | • Date of Birth (DOB) |
| • Dates of attendance | • Grievance information | • Honours and awards received |
| • Grades, Degree(s) received | • Discipline information | • Participation in recognized activities |

| | | |
|--------------------|---------------------|-------------------|
| • Driver's license | • Visa/ Permit data | • Criminal record |
| • Marital Status | | |

ASM considers the following information to be publicly available and will provide it to third parties in response to requests (e.g., confirmation of information for a potential employer) without seeking the student's consent:

- Full name
- Degree(s) awarded by ASM and date(s) conferred, if applicable
- Faculty(ies) in which student is/was enrolled, with major field of study
- Academic or other ASM honors or distinctions

However, at any time an individual may request that this information cease to be made publicly available by contacting the Registrar's Office in writing. Upon formal request, the Registrar's Office will apply a flag to the student profile to prevent such release of information.

General statistical material drawn from academic records that does not disclose the identities of prospective applicants, applicants, students, alumni, or former students may be released for research and information purposes authorized by ASM through the Registrar and President.

Alumni Services staff are permitted ongoing access to personal information relating to the identity and contact data of graduates. Alumni Services staff are permitted access to the contact data of prospective graduates within two (2) terms of their expected date of program completion in order to maintain contact with the individuals and inform them of events, programs and services.

ASM will disclose information in an Official Student Record to other institutions to the extent required for a particular course or program (e.g. off-campus placements, internships, joint programs).

Student Rights and Educational Information

Any information record (written or stored in any medium) in which the student is personally identified which is maintained by Acsenda School of Management (other than that for student registry purposes) is considered to be an educational record.

Students have a right to:

1. Inspect and review their educational records
2. Seek to amend their education records

The student usually has access to review his or her record(s) within 21 days from the time the request was made in writing. Access and/or reviewing of the original file by the student will be supervised by an ASM staff member. Information pertaining to other students in a student's file may be redacted to maintain the privacy of other students.

Retention of Records

All portions of a student's electronic record which are needed to produce official transcripts are maintained permanently. ASM secures core elements of the student record, including a copy of the final transcript and a copy of any credentials granted, as part of an off-site secure digital warehouse for at least 55 years or according to legislated requirements. All other documentation contained in students' files will be destroyed five years after graduation or last attendance at ASM.

Documentation submitted by applicants who are not accepted or who are denied admission, and by applicants who fail to enrol following acceptance, is destroyed one year after date of the application for admission.

Academic records produced by or sent to academic staff are retained in the academic departments for one year after the student completes their program or is no longer active in ASM.

Examinations are retained for one year after grading.

No exception may be made to this policy without the written permission of the Registrar.

Transcript Maintenance Plan

The Transcript Maintenance Plan is designed to ensure the integrity, safekeeping, and accessibility of student transcripts. The official record keeper for Acsenda School of Management's programs is the Registrar and the functioning of the transcript maintenance plan is one of the Registrar's responsibilities.

The following describes the information that is considered to be transcript information, the process used by the Registrar and others to maintain the integrity of the transcript information, and the provision of an alternate records keeper.

Computer Records

Electronic student records are backed up nightly. The student records for any particular year may be and are stored separately from the current year's records on tape or other suitable media.

Student Information Recorded

The following identifies all the information that may be included in a student's academic file and defines the limitations placed on information that may appear on the students' transcript of academic record:

Personal Information:

The student's name, contact information, date of birth and student identification number are maintained in student records but only the name, birth date and student number appear on the transcript.

Basis of Admission

- The qualifications that form the basis for the student's admission to Acsenda School of Management's degree program(s) – e.g. official high school records sent directly to Acsenda School of Management
- Information about any credits transferred from other academic institutions
- Results from entrance examinations, if taken by the student
- The results of a prior learning assessment (portfolio plus Acsenda School of Management course credits)
- The name of any other post-secondary institution(s) attended by the student, and the dates of attendance
- The official transcript, name, and completion date of any degree, diploma, or certificate earned by the student before registering at Acsenda School of Management including transfer credits provided by the previous institution

All the above is maintained in a student's file, but admission information that appears on the transcript is restricted to identifying the institutions, dates attended and total credits awarded as transfer credits from previous post-secondary studies, and credits awarded for prior learning assessment.

Academic History Recorded on the Transcript:

- Date of withdrawal from courses and/or program(s) of study
- The dates of each academic semester (term) during which the student studies at Acsenda School of Management
- A list of all the courses completed, in progress, or withdrawn identified by code, number and title
- A list of credits and grades earned by the student
- The student's grade point average per academic term and the cumulative GPA
- A notation of academic suspension, dismissal, or probation if any of these actions has been taken against the student
- Academic awards or honours given to the student
- The name of any degree earned by the student and the date the degree was granted by Acsenda School of Management

Acsenda School of Management Information Appearing on the Transcript

- Acsenda School of Management's official name, location, and address
- Acsenda School of Management's grading key (on the legend side of the transcript)
- The name and authorized signature of the Registrar (or similar official)
- Acsenda School of Management's legal seal
- The date the transcript was issued to the student or other recipient at the request of the student
- The name and address of the individual, institution or business to which the transcript is issued.

Student File Retention

Acsenda School of Management student's file is both a temporary and permanent paper file and a permanent electronic file. The temporary paper file contains admission documents, Prior Learning Assessment and Recognition (PLAR) documents, reports on academic or other disciplinary action, and correspondence with the Registrar's Office. This part of the student file is retained while the student is registered at Acsenda School of Management and for seven years after the student leaves ASM. The permanent paper file includes transcripts of academic records and progress and audit reports. The electronic file is a record of all course work for which the student has registered, the status of the courses, and the grades and credits received. This is the file from which the student's transcript is prepared. The permanent electronic file is kept indefinitely.

ALTERNATE RECORDS KEEPER

Purpose

In order to ensure that students are always able to access academic records and as per the *Degree Authorization Act* (the "Act") the services of an off-site archivist have been obtained.

An agreement with an alternate Records-Keeper has been signed. The contract is between DataWitness Online, Acsenda School of Management, and The Minister of Advanced Education.

Procedure

At the completion of a student's final term of study a final transcript is prepared. A copy of the student's parchment (for those who have graduated), a copy of the student's first, the original Enrolment Agreement and at least one Enrolment Agreement from each of the subsequent years, and their final transcript is saved in PDF format and then uploaded and archived following the Data Witness procedures. Please see attached appendices for details

Definition

These definitions apply to terms as they are used in this policy.

| Word/Term | Definition |
|-----------------------|---|
| prospective applicant | a person who has indicated an interest in applying for admission to ASM |
| applicant | a person who has formally applied for admission to ASM |
| current student | a person who has been registered and active within the last two terms in any program |
| alumni | persons who have received credentials from ASM and are not currently active in a program |
| record | <p>recorded information regardless of medium or characteristics.</p> <p>Frequently used interchangeably with <i>document</i>. Types of <i>records</i> include <i>textual record</i>, <i>visual record</i>, <i>cartographic record</i>, <i>audiovisual record</i>, <i>sound recording</i> and <i>electronic record</i></p> <p>Active <i>records</i> - Continue to be used with sufficient frequency to justify keeping them in the office of creation; current <i>records</i></p> <p>Semi-active <i>records</i> - Seldom used in day-to-day operations and appropriate for off-site storage</p> <p>Inactive <i>records</i> - No longer used in the day-to-day course of business, but which may be preserved and occasionally used for legal, historical, or operational purposes</p> <p><i>Official records</i> – Those which form the basis of the admission, academic, progression, and graduation standing of the student in ASM</p> |

Related legislation

- Personal Information Protection and Electronic Documents Act (PIPEDA)
- Personal Information Protection Act (British Columbia) (PIPA)
- Degree Authorization Act

Related policies

| Policy Number | Policy Title |
|---------------|----------------------------------|
| 5011 | Research Ethics |
| 6750 | Records Management |
| 6751 | Information Privacy and Security |
| 9007 | Admission |
| 9009 | Student Awards Policy |
| 9050 | Student Awards |

Responsibility

The Registrar is responsible for the security, integrity, accuracy, and disposition of the Official Academic Record.

The Registrar’s Office is responsible for overseeing the collection, retention, and maintenance of official student records.

Academic team members are responsible for retaining, securing, and disposing of documentation in support of academic decisions.

Enrolment staff are responsible for submitting all supporting documentation provided by the student or applicant to the Registrar’s Office for the student’s record.

All staff and faculty are responsible for retaining, securing, and disposing of all records in their care.

All staff who receive medical or other sensitive documentation from or about students are responsible for sending it to the Registrar’s Office for secure retention.

Information Systems is responsible for the electronic security and storage of electronic records.

The Registrar’s Office is responsible for ensuring permanent off-site storage of inactive official student records.

All departments are responsible for securing, retaining, and/or destroying student records according to this policy.

All faculty and staff are responsible for seeking assistance from the Registrar’s Office or the Privacy Officer when unclear about where and how to retain or destroy records.

Responsibilities of the Office of the Registrar

Information Flow

All documents and other information pertaining to a student’s admission are maintained in the student’s file in the Office of the Registrar. All grades assigned by instructors are officially verified by the Dean and transmitted by hard copy to the Office of the Registrar. Grades become official grades once they are provided to the Registrar and entered into the student record system. The Registrar then sends an official report of grades to the Dean and to the instructors of each course. This process in no way precludes a change in grade from an appeal process. The appeal process is administered by the Registrar. Once an appeal has been adjudicated, the grade is reviewed by the Dean of the program and re-submitted as the official grade which would allow the Registrar to change the student’s official record.

At all times and without exception, the Registrar is the official custodian of all student records, which are held as paper files in the Registrar’s fire-proof and secured record-keeping system.

The applicant submits personal information and supporting documentation to ASM.

Staff who receive documentation and personal information ensure the data are complete and correct.

Recruitment staff collect and secure all documentation and data, and submit all original documents to the Registrar's Office. Recruitment staff who keep working copies will maintain them temporarily in a secure location, limiting access on a "need to know" basis.

The Registrar's Office creates, retains, and secures the official student record.

Academic and administrative staff retain and secure documentation in their own files, maintaining them in a secure location limiting access on a "need to know" basis.

The Registrar's Office produces official transcripts upon written request and upon payment of the requisite fees.

Academic and administrative staff who receive medical or other sensitive information from or about students shall send it to the Registrar's Office for safekeeping. They will also notate the location of documentation in the student's profile.

The Registrar's Office creates a permanent record of core official data for off-site archival storage for all graduates and withdrawn students. Permanent records for graduates are uploaded within 30 days of annual Convocation. For withdrawn and discontinued students, records are uploaded quarterly. The Registrar's Office will then securely retain or destroy the remaining file contents according to this policy.

Instructions for Electronic Archiving of Student Files (Datawitness)

Students whose status changes from 'active/current' to 'alumni', 'academic withdrawal', 'financial withdrawal', 'voluntary withdrawal', or 'discontinued' must have their academic information uploaded to Datawitness. 'Alumni' files will be uploaded annually within 30 days of Convocation to ensure a copy of the degree parchment is included. All others will be uploaded quarterly.

Responsibility: Registrar's Office

Step 1 – Ensure all documentation is complete, including applicable signatures.

Step 2 – Conclude the student in FAST.

Step 3 – Generate an official transcript to file.

Step 4 – Generate Degree parchment for file – if applicable

Step 5 – Scan the Enrolment Agreement (and any amendment documents to the EA such as a program change, start/end date change), evidence that the student met the prescribed entrance requirements (e.g., transcripts from other schools, language testing, etc.), signed final transcript, and signed degree parchment ALL AS ONE DOCUMENT. Documents must be scanned in PDF file format.

Step 6 – Name the document as follows: **LASTNAME.FirstName.student number** (separated by periods)

TO UPLOAD A FILE INTO DATAWITNESS

Go to <https://www.datawitness.net/login.php>

Step 1 – Log in to Datawitness (www.datawitness.net) using your campus login name and password.

Step 2 – Click the StoreIt icon.

Step 3 – Click the folder that corresponds to the former student's status (either "Graduates" or "Withdrawals").
UNDER NO CIRCUMSTANCES create any new folders!

Step 4 – Click "Add Files".

Step 5 – Enter file title as follows: **LASTNAME.FirstName.student number** (separated by periods).

Step 6 – Click "Browse" and locate the file to be uploaded, and then double-click it.

Step 7 – Click the "Upload" button.

Step 8 – Record on the outside of the student file the date and name of the person who uploaded the file into Datawitness e.g. "Datawitnessed – 6 June 2015 – Adam Farrell"

The full physical file must be maintained for 7 years from the date the student graduated, withdrew, or was dismissed. After the 7th year, provided the file has been Datawitnessed, the full file can be shredded.

TO DOWNLOAD A FILE FROM DATAWITNESS

Step 1 – Click “Search”

Step 2 – Enter student’s name or identification number and click the “Search” button

Step 3 – When file is found, click on title of file, then click “Download”.