

TITLE: **ACCESS TO STUDENT RECORDS AND FILES**
(Relates to EL-7: Treatment of Students)

EFFECTIVE DATE: July 1, 2001

REVISED DATE: July 1, 2005

PRACTICE:

The Registrar's Office has the responsibility to maintain permanent student records and files. Student academic records are maintained in two formats: electronic (Banner) and paper (files in the Office of the Registrar). The Freedom of Information and Protection of Privacy (FOIPP) Act and the procedures below govern collection of and access to this information. Every reasonable effort shall be made to ensure the accuracy and completeness of all academic records and files.

Access to the student record is provided to the student, to staff in the College who have a need to know, and to other agencies or individuals provided prior release is received from the student. Release of information to third parties is controlled under the FOIPP Act. Staff contravening guidelines and/or legislation for accessing and releasing information shall have access privileges revoked.

The "Electronic Record" is the permanent student academic record maintained on the computer. This record shall contain:

- All demographic information from the application form
- Updates to the original information provided
- The student record of courses, grades, grade point averages, academic standing, and credentials awarded since September 1982.

The "Paper Record" is the official student record and is in the Registrar's office. This file shall contain:

- The application form
- Official transcripts from other institutions
- Relevant correspondence
- Notations of disciplinary actions and sanctions, if applicable

PROCEDURE:

Student Access to Their Own Information

1. Access to the Student Records:

A student may use the web to view the following information from their record: all personal information, grades, transcript information, schedule, and fees.

A student wishing to view the contents of their electronic Banner record should contact the Registrar.

2. Access to the Paper File

Students wishing to view their record in the paper file shall contact the Registrar. Examination of the contents of the file will be permitted.

The file will be viewed in the presence of an official of the Registrar's Office. A student may not remove documents from the file. A student may, in the presence of an official, copy the documents from the file.

College Faculty and Staff Access to Student Information

1. Faculty and administrative officers of the College who have a legitimate interest in the information and a need to know shall be permitted to view the relevant portions of the academic record of a student. Need to know includes:

- Chair of the student's program
- Student Services personnel working with a student
- Members on committees, such as the Formal Appeals Panel and Awards Selection Committee

2. Access to the Electronic Record

Faculty and staff who have a legitimate need to view student information shall be designated access via Banner Web to the following information: student address and phone number, student schedule.

Advisors shall be granted access by designation as an Advisor. This designation permits access to the academic transcript information.

Access will be approved by the Registrar and controlled through Banner accounts for Registrar's Office staff, Program Assistants, Student Services staff, Office of Strategic Planning and Analysis, Chairs, and other staff on an as-needed basis.

3. Access to the Paper File

Requests for access to the paper file shall be directed to and approved by the Registrar or designate. Files may be signed out by Student Services Personnel with the permission of the Registrar or designate. Other College staff may view relevant portions of the file in the presence of the Registrar or designate.

Release of Information

1. With the exception of the following, no student information will be released without the explicit authorization of the student:
 - Academic credential earned and record of former students
 - Address, telephone number, or schedule in the case of a confirmed emergency
 - Other information with the permission of the Registrar

Confidential Flag

Any student may request that the College protect their information by placing a confidential flag on the Banner record. Such requests must be made to the Registrar. If a confidential flag is attached to a record, no information contained in this record will be released to a third party. The removal of a confidential flag must be approved by the Registrar or designate.

ACCOUNTABILITY: Vice President Academic

RESPONSIBILITY: Director of Student Services

Consultation for Review: Registrar, FOIPP Coordinator

Standard Practice Review Date: July 2008

Associated Standard Procedures: Records Management Standard Procedures

Note: Documentation which leads to the final grade should be retained by the instructor for at least one year in compliance with the Freedom of Information and Protection of Privacy Act of Alberta and Red Deer College Records and Information Management guidelines. For more information, please refer to "[Instructor Guidelines for the Retention of Student Records](#)" on the Red Deer College Records and Information Management website or contact the Records Management and Information Office.