

<b>University of Prince Edward Island Policy</b>	<b>Policy No.</b> admreggn10002	<b>Revision No.</b> 0
<b>Policy Title</b> Disclosure and Protection of Student Information		<b>Page 1 of 4</b>
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<b>Authority</b> Senior Management Group	<b>Review Date</b> April 5, 2007	
<b>Responsibility</b> Registrar		<b>Access</b> W

## 1 Purpose

To establish protocol for the management of student information at UPEI that will provide appropriate levels of confidentiality for students and access for university employees. This policy was drafted by the Registrar in the spring of 2003. It was approved by the Academic Support Group (ASG) in May 2003; by the Academic Review and Planning Committee (ARPC) on 12 June 2003; by Senior Management Group (SMG) on 26 June 2003; by 4Cs on 16 July 2003 (and reviewed again on 15 January 2004).

## 2 Scope

This policy applies to all student information that is collected, used, stored, retained, and discarded by any department at UPEI and is in compliance with federal legislation (ie, the Freedom of Information and Protection of Privacy Act and the Personal Information and the Protection of Electronic Documents Act) on the same.

## 3 Policy

### Responsibility

The Registrar is responsible for ensuring compliance with this policy within the Registrar's Office and for advising Departments, Deans, Directors, and Senior Management on implementation of the policy within their operations.

- 3.1 Department Chairs/Deans/Directors are responsible for ensuring compliance within their Offices.
- 3.2 Faculty are individually responsible for ensuring compliance in carrying out their duty to evaluate student work at all stages of academic progression (from admission to graduation).
- 3.3 Committees (such as admissions, appeals, etc) are responsible for protecting the confidentiality of all student information both in written form and in oral discussion.
- 3.4 Staff are individually responsible for ensuring compliance in carrying out their duties to manage student information.

UPEI is committed to taking every reasonable step to protect the confidentiality of the information contained in the records of students. The Registrar's Office is responsible for the storage, management, conservation, and dissemination of all official student records, electronic and otherwise. Any file kept in offices other than the Office of the Registrar (student services, financial aid, special needs, library services, accounting, academic departments, etc) will also be securely maintained and managed in the strictest confidence according to this policy.

#### 4.1 Collection of information

Applicants provide pertinent personal information on application to the university and thereby authorize the institution to maintain henceforth his/her complete academic record on acceptance of the offer to enroll at UPEI. (Records of applicants who are not admitted or who decline an offer of admission are destroyed at the end of the admissions cycle.)

Though not exhaustive, the following list of items are or may be contained in the Registrar's Office students' official academic files:

- the application and documentation attached therewith;
- personal information (address, date of birth, Social Insurance Number, marital status, etc);
- enrolment information (records of registration, course or program changes, advising, etc);
- performance information (grade reports, appeals, degrees attained, transcripts, etc);
- medical information relevant to the student's academic performance (special needs-related information; documentation attached to an appeal for Discontinuation, etc);
- proof of payment/student account information; and
- any correspondence submitted to/issued by the Registrar's Office deemed by the Registrar to be appropriate for inclusion.

#### 4.2 General rules

##### 4.2.1 *Disclosure to Parties External to UPEI*

Unless compelled to do so by law or authorized by the student in writing, UPEI will not disclose the contents of student records to any party outside of the university. This includes the student's name, address, and current registration status, though the Registrar's Office will verify what degrees, diplomas, or certificates have been awarded to an individual and in what year. Exceptions are noted below:

- a) Researchers: the Registrar may allow access to data on written request, provided that confidentiality and anonymity of student records are guaranteed as per signed agreement.
- b) Government agencies: Information will be provided routinely to the Maritime Provinces Higher Education Commission (which works in partnership with Maritime universities and Statistics Canada) and, under Federal legislation, to Statistics Canada (for institutional and enrolment research purposes). Such data is used only for statistical purposes and identification of students is prevented under the confidentiality provisions of the Statistics Act. Students who do not wish to have their information used are asked to contact Statistics Canada to remove their identifying information from the national database.

- c) Legally-Mandated Disclosure: Specified records or portions thereof may be provided without student consent to persons or agencies pursuant to a judicial/court order, summons, or subpoena directing the university to release information.
- d) Emergency Disclosure: In situations involving threats to the health or safety of an individual student or employee, and the Registrar reserves the right to authorize the release of relevant information without obtaining prior consent from the student(s) involved.

4.2.2 *Student access to own records*

- a) Files: Students have the right to inspect all documents contained in their file—except for letters/evaluations submitted in confidentiality by referees—upon 24-hrs' notice in writing to the Registrar's Office. An appointment will be set up with an authorized official of the Registrar's Office for the viewing of their record. Copies will not be provided.
- b) Transcripts: Copies of student transcripts will be provided to the student or directly to an external party (employer, educational institution, etc) upon written request submitted in person, by fax, or by email (sent from a verified UPEI account). Official transcripts will not be released in sealed envelopes to students but will be issued directly to the third party, unless documentation from that third party so instructs the Office. Requests from students with fees owing to the university will not be processed until the account has been cleared.
- c) Release of Grades: Final grades are posted on the website after the examination period has ended and after all marks have been received in the Registrar's Office. Students may access this information using their student identification and secure PIN numbers. Faculty who post evaluation results or grades, final or otherwise, for student viewing will use *only* student identification numbers in ascending or descending numerical order. In the case of final grades, posting is not permitted until the examination period has ended. Under no circumstances will assignments be left in a public place for student pick-up.

4.2.3 *Third-party UPEI Inquiries*

- a) Student Organization Access to Student Names and Addresses: Student organizations may request listings of student names, addresses, e-mails, or phone numbers solely for purpose of communicating with their membership. Such requests must be made in writing, signed by the

organization's authorized officer, and sent to the Registrar's Office for approval. All student organizations requesting information in this manner guarantee that the lists will not be disclosed to any other individual or group, will not be used in the context of commercial activity, and will not be used for any purpose other than that specified in the original request (except with written approval of such a request from the Registrar).

- b) Individual Student Access to Other Students' Contact Information: The University will not provide student phone numbers or addresses to individual students requesting the information. Instead, the Registrar's Office will make every effort to contact the student on behalf of the inquirer in order to communicate an urgent message.
- c) Class lists: Employees and faculty will not distribute, post, or make available to students copies of class lists that include student names with ID numbers, major, year of study, course name, timetable, or location, addresses, email addresses, or phone numbers without the consent of every student on the list.
- d) Employee (Faculty and Staff) access: Within the university, departments and/or individuals will have access to information contained in a student file/record on a "need-to-know" basis. Access will be granted only to that portion of the file/record that is relevant to the employee's official purpose/function at UPEI, as decided by the Registrar. Deans and Chairs will have access to all academic grades for those students enrolled in their Faculty and department, respectively.