

OFFICIAL STUDENT RECORDS POLICY

Policy Statement

With personal and academic data in its possession, Hanson College of Business, Health and Technology (hereinafter 'Hanson') has the obligation to protect an individual right to privacy as described in the Freedom of Information and Protection of Privacy Act (FIPPA), 1990. Therefore, it must regard each student's record as a unique, private document to which access is strictly controlled and governed essentially by the student's wishes and the college's responsibility. This policy is available to past, current, and future international students at all times.

General Guidelines: Release of Information

The basic guideline governing the release of information is based on the belief that the college acts with discretion upon authorization from the student.

Students will sign a Student Consent Form that gives the college authorization to access their file.

In response to third-party inquiries, therefore, only what is public record may be released, namely whether or not the student is currently enrolled and the date when the certificate/diploma was awarded.

No further information will be released without student authorization. This applies typically to requests from family members, prospective employers, police forces, credit bureaus, finance and loan companies, private investigation agencies, banks, and similar organizations. Such requests should be referred to the college.

External requests for a mass listing of directory information, typically from credit card agencies, will be denied. Where such listings have in-house legitimacy, such as the facilitation of student elections, they may be released without discretion.

The original documents of a student file will not leave the college; appropriate copies may be released to deans when necessary. There are two exceptions:

- This rule is superseded by law in the case where a court subpoena is in effect (see Section 6: Access by Third Parties outside the College)
- Where an authorized search warrant is served.

Regulations and records of attendance in post-secondary courses are incorporated into the grading policy of each course. It is the professional responsibility of faculty to assess grades and the degree to which attendance plays a role in the assessment. Therefore, requests for record of attendance typically from sponsoring agencies, are considered inappropriate, and are to be referred to the college.

Academic Records and Student Information

The college is accountable for gathering and maintaining accurate data from students and agencies and is



responsible for providing appropriate information, on request, to the student or those persons or institutions designated by the student.

The college is the official repository of Hanson student files and records; therefore, all requests for information regarding students should be routed through it.

Access to student information through electronic methods must be controlled through conscientious use of technology and adherence to the user guidelines provided by the college. Typically, these will address screen layouts, security codes, and general procedures.

With both manual and computer-based records, students are assured of the following principles:

- Data on the automated records system is available for their perusal, as is their file, under the supervision of the college.
- Data is used by Hanson only for record-keeping, reporting, and analysis purposes.
- Data is updated, corrected, or amended upon notification and/or request, as appropriate.
- Data is protected.
- Data is maintained live only as long as it is useful, after which it is converted to a storage medium.

Contents of Student Record

Current Student Record

- Evidence that the student has met the admission requirements for the approved program.
- A copy of the signed student enrollment contract and, if applicable, the Hanson Career College Online-Hybrid Program Learning Platform Use Agreement.
- Evidence of payments for tuition, and related fees, and, if applicable, refunds.
- A copy of the attendance record for the student.
- The student transcripts issued by the institution.
- If applicable, a copy of a complaint made by the student to the institution in relation to an approved program of the institution, and all documents concerning the complaint and the participation by the student in the dispute resolution process.
- If applicable, copies of a notice of withdrawal or a notice of dismissal and documents concerning the withdrawal or dismissal.
- If the student is an international student, a copy of the valid study permit.
- Upon completion, a copy of the credential is granted to the student.
- If applicable, documents concerning the participation of a student in the grade appeal process.
- If a refund is due, evidence that the refund was issued.

**Additional Records Must Include:**

- A copy of the work experience agreement with the host organization and the student.
- Evidence that the student has met the requirements for participation in work experience.
- A copy of the evaluation of the performance of the student in the work experience.

Permanent Student Record:

Three (3) years after a student leaves the college, only the following documents will comprise the permanent student record:

- Student Transcript (cumulative academic record)
- A copy of the signed student enrolment contract,
- Any transcripts issued to the student by the institution, and
- A copy of any credential granted to the student by the institution.

Maintenance, Storage, Retention, and Destruction of Records

Hanson operates the maintenance, storage, retention, and destruction of student records.

Student records will be stored in a secure manner consistent with the confidential nature of the information involved. Each student file shall be kept for at least three years from the date the student left the program.

Pursuant to the Ontario Career Colleges Act, 2005, career colleges, including Hanson, will make transcripts available to students for at least 25 years after they leave the college.

Hanson will transfer student transcripts to a secure, off-site facility that is approved by the Superintendent within 90 business days of the student leaving the college.

Access by Student

Upon request, each student may access their file, request its release to a third party, or request it to be held with no release allowed.

At the same time, the college may hold back the release of the record of a student who has debts outstanding to the college.

Unless unusual circumstances prevail, no grades or certification shall be released by the college to an individual student before the official release of grades and certification to all students.

Final grades are not official until records are released by the college. If faculty wish to post grades, they must identify students by means other than name or ID number and specify that such grades are unofficial.

Generally, the practice of posting student grades or evaluations results by student name, student number, or



any other identifying symbol or code is strongly discouraged.

Access by College Personnel

Faculty, counselors, and administrative officers of the college who have a legitimate requirement for the material of the record will be permitted access to the appropriate files. If there is any question regarding the legitimacy of the request, it will be clarified by consultation with the college for Freedom of Information and Protection of Privacy.

Access by Third Parties Outside the College

Sponsoring Agencies

Sponsors or employers paying fees on behalf of students are entitled to access to or release of student records or information contained therein only upon student's authorization.

Exceptions to this policy (in response to unique requirements or legislation) may be determined only by the college in consultation with the college for Freedom of Information and Protection of Privacy, when appropriate.

Government Agencies

Properly identified representatives of federal, provincial, or local government agencies, including local police, OPP, and RCMP will be treated like any third party; that is, student authorization must accompany their request for information (an exception to this is if the information is to aid an investigation undertaken with a view to a law enforcement proceeding is likely to result – FIPPA allows disclosure in this instance). If in the opinion of the college, however, denial of information could involve hardship to the student, appropriate details may be released. Typically, this would involve notification of family death, search for legatees, and so on.

The Courts

In the event that a student record is subpoenaed by the court on behalf of the student, a certified copy of the full student record will be offered.

Should the record be subpoenaed by a party other than that representing a student, a certified copy of the record will be offered to the judge alone, with an explanation of the college's reluctance to release a private document without student authorization. The decision will then rest with the judge as to the disposition of the record.

Researchers

Requests from research-making statistical studies must be approved by the Senior Academic Administrator or designate under conditions that protect the student's privacy and guarantee the anonymity of the data collected.