



Canadian Registrar 102



Welcome

- **Introductions**
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With special thanks to Deborah Taylor,
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contributions

Overview

1. Purpose - Stefanie
2. Records - Joan
3. Information Management & Privacy Law
- Stefanie
4. Your Questions & Concerns – All
5. Wrap Up

RECORDS

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“I sent you an e-mail and forwarded a copy to your PDA, cell phone, and home computer. I also faxed a copy to your office, your assistant, and laptop. Then I snail-mailed hard copies to you on paper, floppy, and CD. But in case you don’t receive it, I’ll just tell you what it said...”

Records

- Primary role of the Registrar is to be the chief custodian of student records and files



Records

- Must provide guidance to the institution and students regarding the same
- Records under the custody and control of the Registrar, but the Registrar does not “own” the personal information

Records

- To provide an ethical and consistent standard for the collection, storage, disclosure, retention and disposal of student information in accordance with institutional policy, provincial legislation and similar federal legislation

Records

- Difference between a “file” and a “record”
- A student record is any format (paper, database or electronic) that contains individual student information of a personal, academic, or disciplinary nature.
- A file can be a subset of a student record

Records

- Need policy to guide what goes on file and in record
- Sample from MacEwan Student Record Policy
- application for admission
- individual admission decision sheets
- record of name/address changes
- secondary/post-secondary transcripts
- letters regarding admission status, academic progress
- forms related to registration, enrolment, grade changes, or graduation
- advanced standing evaluations
- not financial information (i.e. fee deferrals)

Records

- Also need policy guidance as to what can be retained outside of the Registrar's Office on record (i.e. program files, finance, etc.)

Considerations for Records

- Use only relevant facts
- Write clearly and concisely
- Indicate the source of your information if you do not have first hand knowledge
- Use verbs such as advised, indicated, informed
- Acknowledge authority to act
- Sign or initial
 - From ARMA “How do I write for the Record?”

Considerations for Records, con't.

- Do not make exaggerated claims
 - Do not speculate or make assumptions
 - Do not use jargon or ambiguous words and phrases
 - Do not defame another's character
 - Do not use sarcasm or irony
-
- From ARMA "How do I write for the Record?"

Records Connections

- Must be clear in policies what connections student records have in other policies (appeal, discipline, grading, etc.)
- Eg. How grades can be posted
- Eg. Final decisions regarding appeals

Sample from MacEwan Grading Policy re. Records

- When posting or circulating marks or grades, the student's name must be deleted from the list, and the grades or marks listed in random order by student ID number. All posted grades should be plainly marked UNOFFICIAL GRADES since only those provided by the Office of the Registrar become part of the official student record. Can only be used for class sizes larger than 25.

Collection

- Be sure you know what you are able to collect and what you need to create a student record
- Be sure you only obtain information directly from the applicant/student.

Collection

- If the information is to be used for other than the declared use, written informed consent must be obtained if your privacy laws require it.
- During the collection of the information, the applicant/student is informed of the authority under which the information is to be collected, the reasons for collecting it, how the information is to be used and the title of the employee who can answer questions about the collection.

Retention

- Need policy to guide retention. Sample from MacEwan Student Record Policy:
- One year from the time that the individual student has completed all program requirements,
- Three years from the last registration for students who have temporarily withdrawn and who may return to the college

Retention

Sample, con't.

- The official student file in the custody of the Office of the Registrar will be retained for 4 years after graduation or completion of studies.
- The official student record (in transcript form) in the custody and control of the Office of the registrar shall be held for 100 years.

Disposal

- Need institutional policy to govern the disposal of student records.
- Sample from MacEwan: All student records shall be disposed of in accordance with the approved retention schedules and in a manner outlined in the Records and Information Management Policy (D7220) ensuring the security of the data to be destroyed.

Disclosure

- Know what you can release without a disclosure (provincial legislation)
- Ensure you have a system to stop disclosure when requested (privacy flag)

Disaster Recovery

- Audit
- Risk assessment
- Institutional plan
- Work with IT

Digital Imaging and Records

- We can't provide guidance 😊
- Anyone care to speak?

Forms

- To keep or not to keep?
- Is the information in multiple places, and what is the definitive source?

INFORMATION MANAGEMENT AND PRIVACY LAW

Other disclosures

- At the request of the student
- At the request of law enforcement
- At the request of legal counsel

Other Disclosures

- A FOIP request
- Requests re. “Missing Children”

Preventing Fraud

- Credentials, transcripts, records
- Identity theft
- Documented procedures

Information Management & Privacy Legislation

- Know your province/territory's privacy legislation and how it applies to post-secondary education
- Educate those in your institution and your students regarding their rights and responsibilities as it pertains to the records you hold

Info. Mgmt. & Privacy Law

- PIPEDA – Personal Information Protection and Electronic Documents Act (Quebec exempt but must follow its own privacy legislation)
- All provinces and territories have their own privacy legislation except for Newfoundland & Labrador

Info. Mgmt. & Privacy Law

- 10 principles: accountability; identifying purpose; consent; limiting collection; limiting use, disclosure and retention; accuracy; safeguards; openness; individual access; and challenging compliance.
- <http://www.privcom.gc.ca/>

Info. Mgmt. & Privacy Law

- Include relevant information on how your institution deals with student records and privacy law in your calendar
- Have appropriate forms for disclosure to law officers, parents/others
- Ensure you have a process and procedure for “privacy flags”

Info. Mgmt. & Privacy Law

- Have a form and process for disclosure of student images/photographs
- Work with counselling to ensure appropriate disclosures are in place
- Provide guidelines to the institution on the use of e-mails to students
- Provide guidance regarding phone calls and messages for students

Info. Mgmt. & Privacy Law

- Work with others to determine appropriate guidelines for electronic communications outside of e-mail (blogging, counselling, messaging, “live chat”, etc.)
- Work with programs to ensure appropriate records management for student files
- Provide guidance re. dealing with parents/spouses/others in meetings with students

Info. Mgmt. & Privacy Law

- Ensure proper procedures regarding the sealing of a file and notification in the case of a death of a student

YOUR QUESTIONS/CONCERNS?

Useful Resources

- ARUCC Transcript Guide
- Registrar's Self Audit (AACRAO)
- AACRAO
- www.arma.org
- RIM organizations
- www.educationalpolicy.org
- <http://www.privcom.gc.ca/>