



HAMAD BIN KHALIFA UNIVERSITY

AC-A-07.V01: STUDENT RECORD POLICY

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Date Endorsed by the Provost: 6 April 2017

Date Endorsed by the President: 20 April 2017

Date Approved by the BOT: 8 May 2017

Effective Date: 8 May 2017

Last Updated:

1. PURPOSE

This policy sets forth University regulations pertaining to the creation, maintenance and privacy of student academic records.

2. POLICY DESCRIPTION

This policy describes the creation, maintenance and privacy of educational student records. The policy assigns the HBKU Registrar as the keeper of all academic records for students. The policy also sets permissions for accessing and maintaining student records.

2.1 DEFINITION

- **Student:** Any individual who is currently enrolled in or has previously attended HBKU.
- **Academic Records:** All student records maintained by HBKU, except:
 - A personal record maintained by HBKU staff that is not released to any other individual except in extenuating circumstances as a temporary substitute for an original record;
 - An employment record not related to the individual being a student;
 - Health records, which are created or maintained by a care provider.
- **Directory Information:** Allowable information relating to the student's name, University email address and major.

2.2 POLICY STATEMENTS

1. The maintenance of academic records is a function of the Registrar. The Registrar shall consult with the Provost or designee as needed when circumstances arise regarding academic records.
2. HBKU considers emails sent via the students' HBKU email account an official method of communication. Students must ensure that they maintain an active HBKU account at all times.
3. It is the students' responsibility to maintain current and emergency contact information with the Office of the Registrar.

Disclosure of Educational Records

4. Access to academic records under the custody of the Registrar shall not be disclosed to any person inside or outside HBKU without the written consent of the student except:
 - HBKU officials including:
 - University administrators or their support staff, supervisors and academic advisors;
 - Board of Trustees or designee;
 - University contractors (such as an attorney or auditor).
 - Records may be provided to HBKU officials to:
 - Perform a task as specified in his/her job duty;
 - Perform a task related to a student's education;
 - Perform a task connected to the discipline of a student;
 - Support student application to enroll in another academic institution;
 - Support students' application for financial aid and or scholarship;
 - Support research by organization without disclosing the individual student's identity. These organizations must provide written assurances of the non-disclosure of personally identifiable information;

- Support accreditation teams and organizations;
- Present to the parents of a student who established in writing that the student is a minor;
- Respond to a judicial order. The University will notify the student, should the notification be permitted under the judicial order;
- Respond in the event of an emergency to protect the health or safety of students or the public.

Disclosure of Directory Information

5. The University will disclose directory information in searchable media. Non-disclosure requests will be honored if made in writing to the Registrar's Office in due time.

Student Review of Academic Records

6. Current and former students have the right to receive a copy, review, inspect and receive an explanation of their academic records.
7. HBKU Registrar may refuse to issue an official record if a student does not fulfill their financial obligations or if there is an unresolved disciplinary action against them, among others reasons.
8. A request to inspect a record must be submitted in writing to the Office of the Registrar. The Registrar shall make the record available to the student within 10 working days. The student will bear any associated cost.
9. Unless a written consent has been received by the originator, students shall not be allowed to review and inspect:
 - Financial information provided by sponsors;
 - Confidential recommendation letters;
 - Academic records of other students.

Official Transcript

10. Official transcripts are issued from the Registrar's Office at the written request of the student. Official transcripts may be held if a financial or other official holds are placed on a student's record.
11. Transcripts may not be issued to a third party without the student's written consent except in cases defined in clause 4 of this policy.
12. Any cost associated with issuance of an official transcript shall be posted by the Office of the Registrar.
13. Unofficial transcripts may be obtained by students using their University account.

Proof of Enrollment

14. Student enrollment verifications require an official request from the student or a third party.

Correction of Academic Records

15. Students may request to amend their records. In the written request, students should point to the records requiring amendments and provide justification for the request.
16. The Registrar may amend the record if he/she agrees with the request. The Registrar will notify the student of the change. If the Registrar does not agree with the request, the Registrar shall notify the student who may appeal the decision within 30 days of receiving the Registrar's notification.
17. The appeal will be heard by a Committee appointed by the Provost.
18. The Committee will submit its decision in writing to the Provost within 10 days after hearing the appeal. Decisions of the hearing committee shall be communicated to the student and shall be final with no right of appeal. Based on the committee's decision, the record may be amended or kept untouched. The committee's written decision shall be maintained in the students' record.

Record of Requests for Disclosure

19. The Office of the Registrar shall maintain a log of all requests to release student records (whether granted or not), except for:
 - Requests made by students;
 - Requests made with the written consent of the students;
 - Requests made by HBKU officials.
20. The requests log is considered a part of each student's academic records.

Posting of Test Scores and/or Course Grades

21. Public posting of scores that reveals the student's identity is not permitted without the written consent of students . The final grades of students are only posted online through Banner.
22. Deans will define and monitor faculty procedures to ensure that student privacy rights are not violated.
23. The Office of the Registrar will publish appropriate reminders of students rights to grade privacy which will also be included in the *Faculty Handbook*.

Records Maintained

24. Various units at HBKU maintain records relating to students. The Registrar is charged with maintaining information that may include:
 - Entry academic records (transcripts, etc.);
 - Standardized tests scores;
 - Degrees awarded;
 - Current academic record (grades and other metrics as appropriate);
 - Admission application;
 - Financial aid/scholarship applications;
 - Student employment application (if appropriate);
 - Class enrollment;
 - Letters of recommendation;
 - Comments of the academic advisor;
 - Attendance data (if applicable);
 - Personal information (including name, Qatari ID number, sex, marital status, date of birth, residency and citizenship status and academic major);
 - Medical data (the primary custodian is the Health Center);
 - Current academic status;
 - Fee balance;
 - Academic offenses;
 - Disciplinary offenses;
 - Counseling records.

Archiving of Records

25. Official and original paper files are maintained by the Registrar in a fireproof safe. All appropriate documents are also saved on electronic media and maintained permanently.
26. A backup of all data is maintained off-site.

Retrieval of Imaged Records

27. Student records that are stored in Banner may be viewed by persons authorized by the University at their computer workstations. Amendment of record is restricted to authorized users at the Registrar's Office.

Authorized Personnel

28. Access to student records (paper or imaged records) is restricted to data-entry staff, the Registrar and each student's academic advisor (read-only access). Other record requests should be authorized by the Registrar.

Safety/Security

29. The academic records of current and previously enrolled students are maintained electronically by the Registrar's Office. A fireproof safe is used for the storage of paper files. Records of current students are created and retained on Banner or an equivalent system(s). All system-based records are backed up daily, weekly, monthly and annually within the Banner System.

Disposal of Paper Records (Paper and Electronic)

30. Student paper records may be destroyed in the following cases:
 - No show or enrollment in a course in five (5) years;
 - Incomplete application form within the past two (2) years;
31. Student electronic records will be maintained or destroyed as follows:
 - Matriculated students' records (academic): permanently stored;
 - Matriculated students' records (non-academic): destroyed after five (5) years from graduation;
 - Admitted but not enrolled student records: maintained for five (5) years then destroyed;

- Non-successful applications: destroyed after two (2) years.

Disposal of Paper Records

32. All paper records must be destroyed in a manner that does not allow for reassembly.

3. RESPONSIBILITY/SOURCE/AUTHORITY

This policy and accompanying procedures were developed by the Office of the Provost, reviewed and endorsed by the University Academic Programs and Studies Committee and endorsed by the Provost and the University President and approved by the BOT.

This policy assigns the implementation of this process to the HBKU Registrar in collaboration with appropriate college committees and deans.

3. 1 COMMUNITY SHOULD KNOW THIS POLICY

President, Provost, Vice Presidents, Deans, Program Coordinators, Directors, Faculty, Students

4. UPDATES

SUMMARY OF CHANGES		
Date	Section	Change

5. ACCOMPANYING PROCEDURE