

# Student Records

## TRANSCRIPTS

An official transcript is a copy of the student's permanent academic record that is imprinted with the signature of the Registrar. Transcripts reflect all courses taken or transferred to Kwantlen Polytechnic University; partial transcripts will not be issued. Completed credentials will only appear on a transcript once a student's graduation has been conferred by Senate.

### Ordering a Transcript

A request for an official transcript should be submitted at least 10 working days before it is required. There is a charge for transcripts as published in the Other Fees section of the calendar. To order an official transcript, download the *Official Transcript Request Form* from [kwantlen.ca/ses/forms](http://kwantlen.ca/ses/forms). Transcripts may be requested one of the following ways:

- By email to: [student.records@kwantlen.ca](mailto:student.records@kwantlen.ca)
- By fax to: 604.599.2086
- By mail to:  
Kwantlen Polytechnic University  
c/o Office of the Registrar -- Student Records  
12666 72nd Avenue  
Surrey, BC  
V3W 2M8
- In person to any Student Enrolment Services Office

All student obligations relating to fees, library books, rentals or borrowed equipment or other materials must be met before official transcripts will be released.

Transcripts will only be released upon presentation of photo identification. They will be released to a third party only if a signed letter of permission is provided.

## CONFIDENTIALITY OF STUDENT RECORDS

Information obtained from students as part of the application and registration process is confidential, as is the student's academic record and information on library use and counselling files. This information is in the custody of, and is not to be released except on the authorization of the Registrar.

Only those administrators, faculty and staff who have a legitimate need to view a student's record as a part of their normal duties will be permitted access to those records. All employees are expected to respect the confidentiality of the student information with which they work.

Students may authorize, in writing, release of any information contained in Kwantlen files with the exception of documents submitted in support of their application or for transfer credit.

The Registrar may release information from student records without student authorization:

1. To the Ministry of Advanced Education or their agents for the purpose of statistical analysis or research, provided that the student is not named or otherwise identified.
2. To government departments or their agents where Kwantlen is required by law to provide the requested information, or
3. Pursuant to a valid court order, search warrant, subpoena, summons, or request by a law enforcement agency.

4. Information that has been deemed a public record
5. Information that has been routinely provided in the past will continue to be available to the public, with the exception of personal information.

Students are entitled to receive a copy of their academic record and an explanation of any information contained therein on one week's notice upon receipt of a written request to the Office of the Registrar. The information will only be released upon presentation of photo identification.

See policy **C.4** that can be viewed at the Library or online at [kwantlen.ca/policies](http://kwantlen.ca/policies) for further details.

## ACCURACY OF STUDENT RECORDS

In order to ensure that admission information, registration materials and other mailings reach students in a timely manner, it is each student's responsibility to ensure their address and all other contact information is kept up-to-date. Students may do this in writing using a Student Status Change Form, available for download at [kwantlen.ca/ses/forms](http://kwantlen.ca/ses/forms) or it may be done online through their myKwantlen account. Kwantlen will contact applicants, students and alumni through their mailing address as well as through the Kwantlen.net email address that is provided upon application to the university. Kwantlen does not accept responsibility for problems caused by incorrect or out-of-date address information and it is the responsibility of the student to ensure this information is kept up-to-date.

A student who changes her or his legal name subsequent to applying and being accepted at Kwantlen must officially notify the Office of the Registrar in writing and provide official documentation of the change (e.g. marriage certificate). Similarly, a student who is providing documents to Kwantlen which have been issued under a previous name must also provide official documentation of the change. A Student Status Change Form may be used to notify Kwantlen and is available for download at [kwantlen.ca/ses/forms](http://kwantlen.ca/ses/forms).

A student who wishes to change her or his program of studies must request to do so in writing by the application deadline for the program. This will ensure that the student is classified properly and receives appropriate registration and other materials. A Program Status Change Form submitted to Student Enrolment Services may be used for this purpose. This form is available for download at [kwantlen.ca/ses/forms](http://kwantlen.ca/ses/forms).

## FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

The principles underlying this legislation are to make public organizations more accountable to the public and to protect personal privacy by:

- Giving the public a right of access to records in the custody of, or under the control of, Kwantlen
- Giving individuals a right of access to, and a right to request correction of, personal information about themselves
- Specifying limited exceptions to the right of access where disclosure would result in harm to a third party
- Preventing the unauthorized collection, use, or disclosure of personal information, and
- Providing for an independent review of decisions made under the Act

Under the Act, Kwantlen must provide a legal right of access to records in the custody of, or under the control of Kwantlen,

while at the same time prevent the unauthorized collection, use or disclosure of personal information. Responding to requests for access to records, while at the same time protecting individual privacy, is a basic responsibility of Kwantlen.

Kwantlen gathers and maintains information used for the purposes of admission, registration, research, alumni and Kwantlen Foundation, student association and other fundamental activities related to being a member of Kwantlen's community and attending a public post-secondary institution in the Province of British Columbia.

In submitting an Application for Admission, all applicants are advised that the information they provide and any other information placed into the student record will be protected and used in compliance with the Freedom of Information and Protection of Privacy Act.

Guidelines and procedures to deal with the handling of requests for access to records under the Act are freely available to all members of the public.

Information that has been routinely provided in the past will continue to be available to the public, with the exception of personal information.

The President makes the final decisions on access to information held by Kwantlen. Decisions on access can be appealed to the Information and Privacy Commissioner through a request for review process.

For further details, visit [kwantlen.ca/foipop](http://kwantlen.ca/foipop) or see policy E.20 that can be viewed at the Library or online at [kwantlen.ca/policies](http://kwantlen.ca/policies).

## **CERTIFIED COPIES OF ACADEMIC RECORD FOR LEGAL PURPOSES**

Students requiring certified copies of their academic records may submit a request to Student Enrolment Services personally or through their legal counsel. Requests must state clearly what information is to be released and to whom. Requests must include the student's signature, date of birth, student identification number (if known) and date of request.

All requests must be accompanied by payment in full.

Transcript \$10.00 (plus applicable taxes)

File copy \$100.00 (plus applicable taxes)