

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

Official Transcripts must be requested by the student. For detailed instructions for ordering an official transcript, see: kpu.ca/records/transcripts

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.

Students have access to unofficial transcripts through **Online Self-Service**. For instructions, see kpu.ca/records/unofficial

CERTIFIED COPIES OF ACADEMIC RECORDS 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. Requests can also be mailed to:

Office of the Registrar
Kwantlen Polytechnic University
12666 72nd Ave
Surrey BC Canada V3W 2M8

All requests must be accompanied by payment in full. See Other Fees for current pricing.

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 KPU 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 KPU 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 AR3, Confidentiality of Student Records / Files**. All KPU Policies can be viewed at kpu.ca/policies

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 kpu.ca/ses/forms, or they may do this in **Online Self-Service**. KPU will contact applicants, students and alumni through their mailing address, as well as through their KPU email address, which is provided upon application to the university. KPU does not accept responsibility for problems caused by incorrect or out-of-date address information.

A student who changes her or his legal name subsequent to applying and being accepted at KPU must officially notify the Office of the Registrar in writing and provide official documentation of the change (e.g. marriage certificate). Similarly, a student that provides documents to KPU that have been issued under a previous name must also provide official documentation of the change of name. A Student Status Change Form may be used to notify KPU and is available for download at kpu.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, as well as to protect personal privacy by:

- Giving the public a right of access to records in the custody of, or under the control of, KPU
- 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, KPU must provide a legal right of access to records in the custody of, or under the control of KPU, 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 KPU.

KPU gathers and maintains information used for the purposes of admission, registration, research, alumni and KPU Foundation activities, student association activities and other fundamental activities related to being a member of KPU'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 KPU. Decisions on access can be appealed to the Information and Privacy Commissioner through a request for review process.

For further details, visit kpu.ca/foipop, or see **Policy IM2, Freedom of Information and Protection of Privacy**. All KPU Policies can be viewed at kpu.ca/policies