

Title: Student Records and Information Confidentiality & Release	Number: 6.01.0710.2
Approved by the Board of Governors Date: July 5, 2010 Revised Date: May 14, 2013	Implementation Date: August 1, 2010
History: Scheduled Review Date: May 14, 2016	Origin: Board of Governors

Rationale:

The College respects the confidentiality of student information and has a policy to address the disclosure and access of information contained in student educational records.

Policy

The College supports the privacy of students by protecting information that is created, maintained and used by its departments. Only those administrative, faculty, and academic support staff who are deemed to require access to information contained in student records in the course of their normally assigned duties, shall have right of access. Students have the right to inspect their own official records and authorise their release to an outside source by signing the *Authorisation of Release of Information Form*, available from the Registry. Through the use of this form, a student can specify information to be released and to whom the information is to be released. Without this authorisation, the College will not provide confidential student information, with the exception of “directory information” and in special circumstances as enumerated below.

Directory Information

The only information the College makes publicly available from student records is that classified as “directory information” – that is, information that would not generally be considered harmful, or an invasion of privacy if disclosed. Directory information includes the following: student’s name, HLSCC email address, honours and awards, major field of study, dates of attendance, admission or enrolment status, campus, department, activities, and sports or athletic information. This information may be released freely unless the student files the *Directory Withholding Information Form*, available from the Registry, requesting their directory information not be released.

Under certain conditions, however, the College can disclose information contained in student records, without student consent, to the parties listed below:

1. School officials with legitimate educational interest;
2. Specified officials for audit or evaluation purposes;
3. Organisations conducting certain studies for or on behalf of the school;
4. Accrediting organisations;
5. Judicial orders;
6. Appropriate officials in cases of health and safety emergencies.

In these situations, College personnel are authorised to use whatever information they deem necessary to comply with applicable laws and protect the health and safety of persons and property.

Student Notification

Students will be notified of their rights pertaining to accessing their information via the Student Handbook, College Catalogue, and the website.

Types, Locations and Custodians of Education Records Maintained by HLSCC

TYPES	LOCATION	CUSTODIAN
Admission Records	Registry	Registrar
Academic Records	Registry	Registrar
	Deans' Offices	Deans
	Student Success Centre	Director, SSC
Financial Records	Fiscal Services Office	Bursar
Health Records	Student Success Centre	Campus Nurse
Disciplinary Records	Student Success Centre	Director, SSC
	Dean's Offices	Deans

Record of Requests for Disclosure

The College will maintain a record of all requests for and/or disclosures of information from a student's education records, as specified in the policy. The record will indicate

the name of the party making the request, any additional party(ies) to whom it may be re-disclosed, and the legitimate interest the party had in requesting or obtaining the information. These records must be made available for inspection to the student, responsible institutional officials, and others as warranted.

Records of Deceased Students

Initially, upon a student's death, the education records will remain private documents and may be released only upon the written consent of the executor/executrix (personal representative) of the estate. If no personal representative has been appointed, or after discharge, rights to access education records may be exercised by the surviving spouse, any child of the deceased, or if there is no surviving spouse or children, the parents of the deceased. Documentation regarding the status of the requester will be required.

Student Counselling Records

Records that are the result of private counselling sessions shall be kept confidential and secure by the Student Success Centre. The Centre retains these confidential records for three years, after which time they are destroyed. Access to information contained within these records must be granted by the Director of the Student Success Centre, who makes every effort to protect privacy rights unless in his/her professional judgement one or more of the following conditions exists when:

- It becomes clear that students might do serious harm to either themselves or others.
- The counsellor believes a student under the age of 16 is the victim of incest, rape, child abuse, or other crime
- The counsellor determines the student needs hospitalisation
- Information is made an issue in a court action
- Students request that their records be released to themselves or to a third party
- There is evidence of child abuse of the elderly and of dependent adults

Procedure

The following procedure applies to the release of information from student records:

1. Current and former students have the right to inspect and review their education records by completing the appropriate form, or other written request containing the necessary information, and submitting it to the identified records custodian.

2. Students who wish to provide access to a third party must give specific, written consent via the *Authorisation for Release of Information Form* before non-directory information is released to a third party. The *Release* form can be obtained from and shall be returned to the Registry.
3. Students must be permitted to review their records within thirty working days of submitting a request for release of information, and the records custodian or designate will make the necessary arrangements for access and will notify the student of the time and place where the records may be inspected. HLSCC reserves the right to deny copies of records, including transcripts, in any of the following situations:
 - a. The records requested are transcripts of and original or source document which exists elsewhere;
 - b. The student has a “hold” on his/her record, and/or
 - c. There is an unresolved disciplinary action against the student.

Fees for copies will be charged.

4. Students have the right to make a request to review and/or amend an education record that they believe is inaccurate or misleading. Requests to challenge and amend the contents of an education record must be submitted in written format to the Registrar, or other identified records custodian, and must clearly identify the part of the record in contention and the reasons the student believes it is inaccurate or misleading.

The College will review the request within twenty-one business days, and notify the student of the decision. If the decision is the approval of the request, the record(s) will be amended as indicated.

In cases where the decision is to deny the request, students will be advised of their right to a hearing. Upon written request, the College will arrange for a hearing and notify the student, with reasonable advance notice, of the date, place and time of the hearing. The hearing will be conducted by a tribunal set up by the Vice President in consultation with the Deans.

The student will be afforded full and fair opportunity to present evidence relevant to the issue raised, and may be assisted or represented by an individual of his/her choice, at the student's expense.

A written decision, which includes a summary of the evidence presented and the reasons for the decision, will be prepared by the College. Decisions in favour of

the student will result in the record being amended. Should the institution decide not to amend record, the student will be notified that he/she has the opportunity to place in the record a statement commenting on the challenged information and/or a statement setting forth reasons for disagreeing with the decision. Such a statement will be maintained by the College, and will be included any time the contested portion is disclosed.

5. Student Information classified as “directory information” can be made public by the College. Directory information includes the student’s name, honours and awards, major field of study, dates of attendance, admission or enrolment, status, campus, department, activities, and sports or athletic information.
6. Students may decline to have information designated as directory information by the College, by filling out the *Directory Withholding Information Form* in the Registrar’s Office.
7. Information regarding a student may be released to parents if: the student has provided written permission via the *Authorisation for Release of Information Form*, or through a legally issued subpoena. The College reserves the right to determine if the subpoena has jurisdiction over the institution.