

# Policy on Student Records (Access to)

**Category:** Academic – Students, Teaching, Faculty

**Approval:** Senate

**Responsibility:** Registrar's Office

**Date:** October 2009; revised May 2018; May 6, 2025

## **Policy Statement:**

By applying for admission to Trent University and by registering in programs or courses at the University, students accept the University's right to collect pertinent personal and academic information. The information is used to assess their qualifications for admission, establish and update a record of their academic performance, determine their eligibility for awards and scholarships, determine government funding, and allow the University to undertake its obligations under the Trent Act, 1963. For further information on the collection and use of this information, or if you have concerns about the collection and use of this information, please contact the University Registrar at [registrar@trentu.ca](mailto:registrar@trentu.ca).

All documentation provided to the University to support an application for admission, housing, financial awards, or any petition or appeal becomes the property of the University. The University Registrar, in the Office of the Registrar, is the custodian of all official academic records of all students who have been or are currently registered in academic programs at Trent University. The Office of the Registrar strives to ensure the security and privacy of personal information through the application of appropriate systems for access to that information, the development of procedures, and the education and training of staff and faculty to treat personal information in confidence.

## **Trent University's Principles on Access to Confidential Student Records and Disclosure of Information**

The University will not disclose personal information it has collected except in the following circumstances:

1. The person has consented in writing to disclosure of specific information for a particular purpose
2. The person has authorized in writing another individual to act on his/her behalf or participate in his/her affairs at the University
3. The information is required by an authorized staff person in the course of his/her work
4. To comply with legal requirements, including but not limited to, granting of access to Statistics Canada
5. In compelling or compassionate circumstances, or as otherwise permitted under the Freedom of Information and Protection of Privacy Act.

The University will disclose information about students who have graduated, such as degree conferred, date, medals and scholarships, as this information is printed in the Convocation program. Whether a student is currently registered is not considered to be public information and may not be disclosed except as specified in the above Principles.

### **Disclosure to the student**

1. Students normally have the right to review the information contained in their student record, with the exception of confidential evaluations and letters of reference provided by a third party. Students who wish to review their student record must make an appointment with the University Registrar (or designate). Any student who is not satisfied with the access provided may make a formal request under the Freedom of Information and Protection of Privacy Act through the Access/Privacy Office.
2. Students may request that incorrect information in their records be corrected and that those who may have received incorrect information are notified of the change. Students seeking to correct their information may be asked to complete a formal access/correction request, available through the Access/Privacy Office.
3. Students have access to their electronic record through Self-Service in the myTrent portal. This includes biographic and academic information.
4. Documents submitted by or for the student in support of the application for admission or for transfer credit become the property of Trent University and will not be released or redirected. In rare instances, authorized by the University Registrar or designate, an original transcript may be released to the student and a copy retained on record with an explanation for this action.
5. Students with no outstanding financial obligations to the University may, upon written request and payment of a fee, obtain an official transcript of their academic record at the University.. Transcripts will show the scholarship, awards and prizes granted, courses taken, grades achieved, academic status, and degrees conferred.
6. Students with outstanding financial obligations to the University will be denied access to information such as grades, official transcripts and degree certificates and will be unable to add or drop courses.

### **Disclosure to faculty and administrative officers of the University**

Faculty and administrative staff of the University who require access to student records in order to carry out their official duties are given access on a 'need to know' basis.

### **Disclosure to parents, guardians, educational institutions and agencies**

1. Requests for student record information received from another institution of learning or from other organizations will be permitted only with written authorization from the student; such authorization specifies the information to be provided (e.g., Official transcript) and to whom the information is to be sent.
2. Student record information (including application, admission and/or registration information) will not be released to a third party, such as a parent or guardian, without the student's written authorization.

## **Disclosure to government agencies**

Student record information may be provided in the following instances:

1. In response to a court order, summons or subpoena directing the University to release information
2. To provide the Ministry with enrolment reports
3. To provide data to Statistics Canada for national surveys
4. To provide data as required by professional licensing and certification bodies
5. To provide information as allowed under access/privacy legislation.

## **Disclosure to Student Governments**

All registered students pay student association fees. The Trent Central Student Association, the College Cabinets, the Trent Durham Student Association (the “Associations”), and the Trent Graduate Student Association do, from time to time, require specific student record information for particular purposes. The Office of Student Affairs is authorized to provide the Associations with labels, lists and/or e-mail addresses for the purposes of communicating with students or determining their eligibility for some services.

## **Contact Officer:**

University Registrar

## **Date for Next Review:**

May 2028

## **Related Policies, Procedures & Guidelines**

- a) Policy on the Protection of Personal Information

## **Policies Superseded by This Policy:**

- a) N/A