

3.0 Records and Communication

3.1 Student Record Information

3.1.1 Names

As the university is committed to the integrity of its student records, students are required to provide either on application for admission or on personal data forms required for registration, their complete, legal name.

Any requests to change a name, by means of alteration, deletion, substitution or addition, must be accompanied by appropriate supporting documentation. Upon making application for graduation, students may be asked to provide proof of their name.

3.1.2 Addresses

Students are responsible for keeping their address and phone number information current. Address and phone number changes are done via Carleton Central. Incorrect address information will delay the receipt of important academic information.

3.2 Records Retention Policy

The University's records retention policy provides for the destruction of physical student file folders and their contents after five years have elapsed since the last registration. Carleton University student academic history information is retained electronically in perpetuity. This policy applies to all students who are formally admitted and registered at the university. Students who go through the admissions process but do not accept our offer of admission will have their files destroyed at the end of the admissions cycle. Further information on the policy can be obtained by contacting the Registrar's Office.

3.3 Disclosure of Information

The Ministry of Colleges and Universities and Statistics Canada require that Carleton University provide to them information pertaining to a student's status and other personal information. Upon registration as a student, one is deemed to have agreed to the disclosure by Carleton University of the student's status and other selected personal information pursuant to any such requirement.

In accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), all personal and academic information is considered confidential and will not be disclosed to a third party without the authorization of the person to whom the information pertains. In addition, the university will disclose at the time of collection of personal information the purpose for which that information will be used. For further information, please see fippa.carleton.ca

3.4 Student Status

When responding to a legitimate request from an external agency that has not supplied its own definition, the following definitions are used:

1. a *full-time undergraduate student* is one who is registered in at least 1.5 credits per term.
2. a *full course load* is the normal maximum course load as defined by the student's program and evaluated term by term.

3.5 Electronic Communication

The University provides each student with an email address and uses this as an official channel of communication with the student. A message sent to a student's university-provided email address constitutes an official communication to the student. Students are responsible for monitoring their University email address on a regular basis for as long as they are active in the academic affairs of the university. Requests from students regarding academic or administrative issues must be sent from the student's university-provided email address.