

# 3.0 Records and Communication

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## 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

Carleton University is required to disclose personal information such as Ontario Education Numbers, student characteristics and educational outcomes to the Minister of Training, Colleges and Universities under s. 15 of the Ministry of Training, Colleges and Universities Act, R.S.O. 1990, Chapter M. 19, as amended. The ministry collects this data for purposes such as planning, allocating and administering public funding to colleges, universities and other post-secondary educational and training institutions and to conduct research and analysis, including longitudinal studies, and statistical activities conducted by or on behalf of the ministry for purposes that relate to post-secondary education and training. Further information on how the Minister of Training, Colleges and Universities uses this personal information is available on the ministry's website.

Further information on the collection and use of student-level enrolment-related data can be obtained from the Ministry of Training, Colleges and Universities website: <http://www.tcu.gov.on.ca/>

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, see [carleton.ca/privacy/policies](http://carleton.ca/privacy/policies)

## 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.