Internal Access to Student Records

Category: General;
Jurisdiction: Provost and Vice President, Academic; Vice President, Administration and Finance
Approval Authority: Executive Team;
Amendments: None.

PURPOSE

This document explains the policy and procedures regarding user access to the confidential student records stored in Lakehead University's ERP (Enterprise Resource Planning) system also known as Datatel *Colleague.*

SCOPE

This policy applies to all faculty and staff.

GENERAL STATEMENT

Access to Lakehead University student records is governed by the Freedom of Information and Protection of Privacy Act (FIPPA). Under this Act, disclosure of personal information is prohibited to everyone except the person to whom it relates unless the Act specifically permits otherwise.

The information in student records generally falls into the category of personal information, so University officers i.e. the Registrar must ensure that these records receive the full protection to which they are entitled under FIPPA.

Access to individual student records will be given to an employee of Lakehead University who, in accordance with section 42(1)(d) of FIPPA, "needs the record in the performance of their

duties and where disclosure is necessary and proper in the discharge of the institution's functions."

Access will be primarily via the web portal myInfo.

REQUESTS FOR USER ACCESS

Any request for access to student records should be directed to the University Registrar or his/her designate. This includes any modification to existing access. The Registrar will work with the ERP support group to ensure a timely implementation of this access.

- Faculty Dean
- Department Chair/School Director
- Graduate Program Co-ordinator
- Academic Administrative Assistant
- Undergraduate Program Co-ordinator
- Faculty member

The Office of the Registrar will rely on academic units or the Faculty Dean to advise them when roles change within an academic unit.

USER RESPONSIBILITY

All University departments and employees shall take reasonable precautions to protect the security of all records, including electronic communications, in their custody or control which contain students' personal information.

DEFINITION OF SECURITY CLASSES ATTACHED TO ROLES

These describe the functions that are available via myInfo for each of the defined Roles. Access will then be refined by one or all of Department, Faculty, Academic Program(s), Academic Level (graduate or undergraduate), and Campus.

Function	Description	Used For	Roles

XTRA	Custom Transcripts	Student Internal transcripts	DEAN,CHAIR,GRCRD,ASST
XVAL	Custom Degree Audit	Evaluate Program req'ts	DEAN,CHAIR,GRCRD,ASST
XACS	Custom Academic Standing	Add Standing notes (from XPRO)	DEAN,CHAIR,GRCRD,ASST
XPRO	Custom Person Profile	Demographic data	DEAN,CHAIR,GRCRD,ASST
XCSG	Custom Class Schedule Builder	View schedule of course sections, courses, students	DEAN,CHAIR,ASST
XCSV	Custom Schedule	View student schedule	DEAN,CHAIR,ASST
XFSR	Custom Class Rosters	View classlist	DEAN,CHAIR,INST,ASST
XGRE	Custom Marks Management	View or update marks for a classlist	INST,ASST
XENR	Custom Enrolment Reporting	View University enrolment numbers as at count dates. Drill down to individual student level.	DEAN,CHAIR
XLIM	Custom Enrolment	Manage section caps	DEAN,CHAIR,ASST

	Management	View registration restrictions Access waitlists	
XMEM	Mass Email Manager	Send mass email to a group of students	DEAN,CHAIR,ASST
XFDE	Custom Enrolment PDF Files	PDF version of University enrolment	DEAN,CHAIR
XVSH	Custom Scheduling Calendar	Find an available classroom	ASST

REFINING ACCESS SECURITY

Deans

- Will have access to all student records within the Faculty (active, inactive, graduated) Chairs/Directors/Designated Program Advisors
- Will have access to all student records within the Department or School (active, inactive, graduated)

Graduate Co-ordinator

- Will have access to all student records within the graduate program(s) supervised

Administrative Assistants

- Access will mimic that of the Dean, Chair or Director

Instructors

- Will have access to class lists assigned to them

Student records outside the scope of these parameters will be provided by the Office of the Registrar on an individual basis by request.

If an academic officer wishes to review the records of a student that is not currently enrolled in a course of study that falls within the security parameters e.g. students wanting to transfer into

their program, seeking special permission to take a course etc, the following options are available:

- Ask the student to bring a copy of his/her academic record to the appointment (or the student can access it via myInfo while in the officer's presence)
- Call the Office of the Registrar at 8675 to request a transcript be sent
- Email the Associate Registrar, coconnor@lakeheadu.ca to request a transcript be sent
- Transcripts will be available for pickup within one hour, or can be emailed to the recipient at a lakeheadu.ca account

Review Period: 7 years;
Date for Next Review: 2019-2020;
Related Policies and Procedures: To be determined;
Policy Superseded by this Policy: None.

The University Secretariat manages the development of policies through an impartial, fair governance process, and in accordance with the Policy Governance Framework. Please contact the University Secretariat for additional information on University policies and procedures and/or if you require this information in another format:

Open: Monday through Friday from 8:30am to 4:30pm;
Location: University Centre, Thunder Bay Campus, Room UC2002;
Phone: 807-346-7929 or Email: univsec@lakeheadu.ca.