6.f. Student Records

Subject	Students	Effective From	Sep - 2011
Policy #	6.f.	Latest Revision	Jun - 2024
Title of The Policy	Student Records	Next Review	Dec - 2024
Responsible Entity	Colleges Councils, Admission and Registration Unit	Policy Pages	3

Definitions	• **AAU:** Al Ain University • **AAU Student:** Person who enrolls in AAU courses • **AAU Applicant:** Person who did apply for admission at AAU • **Students Records**: • _Student Personal Information_ (full name, date and place of birth, gender, nationality, passport, address and contact information, national ID, and other related information) • _Application and Admission Information_ (high school name and academic records, university name and academic records, and other related information) • _Transfer Credit Information_ (previous institution name, courses taken and credit hours and final grades earned, degrees, diplomas, and related information) • _Enrollment Information_ (academic semesters, courses registered, remedial courses, credit hours attempted and earned, final grades, withdrawals and leaves of absence, Transcripts, and other related information) • _Degrees and Awards Information_ (date awarded, degree, college, major, thesis/dissertation title, cumulative GPA) • _Academic Disciplinary Information_ (number, duration of any academic disciplinary actions taken, and other related information)
Purpose	To ensure the confidentiality and the privacy of all Students Records.
Scope	AAU students and applicants
Statement	• AAU admits students based on AAU Admission and Registration criteria in complince with the MoE CAA Guidelines. • The "Banner" database system is used in the Admission and Registration Unit of a university. • AAU Admission and registration unit handles the collection, maintenance, storage, and disposal of all official and original student records, and ensures the accuracy and authenticity of certificates and transcripts. • AAU also has provision of secure fireproof/catastrophic event storage. • The critical student records, such as transcripts and degree completion authentications, are securely stored with defined access rights, in soft

	copies and hard copies, and are accessible for a period of not less than fifty (50) years; • AAU has an off-site (maintained by the ITC) continuous electronic backup for all electronic student records; • AAU admission and registration unit under the guidance of the university management constitutes the permanent student record, which manages and update records, decides on the access, decides on how long they are to be retained, and what may be disposed; • The release of information to the public on individual privacy, the confidentiality of records, and the best interests of the student and institution are detailed in the Information release policy. • AAU maintains policy for changing student grades and other student academic records (through Grade grievance policy (policy 6.y.1)), with proper notification of any changes made; • AAU maintains all records of student course work and grade changes are maintained in the student record.
Procedures	• AAU treats all "Students Records" with highest level of integrity and confidentiality. • AAU Admission and registration unit, who has access to protected student academic records, is fully responsible for not releasing any data to any third party. • AAU Admission and registration unit, who has access to student academic records, are fully responsible for not releasing any data without the prior consent of the student. • While applying for admission, the files are placed and stored in the records of the AAU "Admission and Registration" unit. • The "Admission and Registration Unit" has access to the relevant "Students Records" • Each application for enrollment is placed in a file designated with the university ID for each individual student. • The student's file includes the application for enrollment and all student papers and documents. • All student files are kept in the "student files fire proof file cabinet" (the archive of hard copies), this storage ensures that the hardcopies are safe from catastrophic events such as fire. In addition, electronic copies of students' records are stored and are backed up by the IT center. • The "Admission and Registration Unit" does not dispose or perform any damage to student records. • The College Councils should inform the "Admission and Registration Unit" for any update on these records following the "Grade grievance policy" (policy 6.y.1). • When an error in a student's grade is identified, the course instructor may initiate the grade change process. The instructor must complete the "Grade Change" form, indicating the corrected grade and providing justification for the change. This form is then submitted to the program director. The program director, along with two other faculty members, reviews the form

	and makes a decision on whether to approve the change. This decision is then forwarded to the college dean, who in turn submits it to the university president. Upon approval by the university president, the Grade Change form is sent to the General Registrar at the Admission and Registration Unit to update the student's records accordingly. • Every student can use the university electronic service to view his or her academic record and to verify its contents. • The "Admission and Registration Unit" is responsible to solve all requests raised by the student about his or her records.
Recent Changes	June 2024: This policy has been revised & updated as per the CAA ERT requirements (Renewal- B.Sc. in Computer Engineering and B.Sc. in Networks and Communication Engineering).