

Student Services File Management and Retention Policy

Ownership and Access

Student Services student files at Brandon University are governed by *The Freedom of Information and Protection of Privacy Act (FIPPA), 1997* and the *Personal Health Information Protection Act (PHIPA), 2004*.

Files are owned by Brandon University and managed by the respective Student Services professional (e.g. Academic Advisor, Learning Skills Specialist, Personal Counsellor, Student Accessibility Coordinator).

The Student Services professional has sole access to their files. The exception to this is issuance of a subpoena. The Student Services professional is responsible for the day-to-day management of the files.

In an emergency situation, the Dean of Students or Administrative Assistant to the Dean of Students, may access the file in consultation with at least one of the Student Services professionals in the sub-unit (e.g. Advisors, Learning Skills Specialists, Personal Counsellors, Student Accessibility Coordinator).

Students have the right to examine file material generated by a Student Services professional and to correct any errors within the file. This will occur with a member of the Student Services professionals from the sub-unit present at all times (*FIPPA 7 (1)*).

Information from other agencies or professionals remains the property of the originator of the information and will be redacted prior to any examination of the file material by the student.

Storage

The creation, management and retention of the student file is the responsibility of the Student Services professional in accordance with *The Freedom of Information and Protection of Privacy Act (FIPPA)*.

Student files and its components may be in the form of paper copy, electronic or encrypted media files.

Personal information collected by a Student Services professional will be the minimum amount necessary to accomplish the students' identified and authorized goals of the applicable professional.

Student Files

The components of **Academic advising** files may include (if applicable):

- a) A copy of the Academic Performance Listing;
- b) A copy of a degree plan;
- c) Preliminary transfer evaluation;
- d) Letters of support;
- e) Session notes;
- f) Draft class schedule;
- g) Unofficial transcripts from other institutions;

- h) Letter of permission requests;
- i) Excel file (for the purpose of outlining degree progress).

The minimum requirements for **Personal Counselling** files are:

- a) Two client identifiers on each page within the file (i.e. full name, student number, or date of birth)
- b) Completed Personal Counselling Intake Form, Crisis Response Form, and/or Walk-In Triage Form
- c) Completed Counselling Agreement Form

Optional items in **Personal Counselling** files:

- a) Session or progress notes
- b) Emails, letters, and any other forms of correspondence
- c) Release of Confidential Information Forms
- d) Any correspondence regarding the student

The minimum requirements for a **Student Accessibility Services** file are:

- a) Completed Student Accessibility Intake Form
- b) Completed Consent for Release of Information
- c) Supporting documentation of disability or need for accommodation
- d) Approved accommodations

Optional items in the **Student Accessibility Services** file may include:

- a) Session or progress notes
- b) Emails, letters, and any other forms of correspondence
- c) Any correspondence regarding the student
- d) Intake Checklist

The components of the **Academic Skills Centre** files may include (if applicable):

- a) Operational guidelines;
- b) Intake form;
- c) Progress notes;
- d) Referral documentation;
- e) Attendance records.

Storage

All Student Services student files will be maintained in the strictest confidence. Paper files will be stored in a locked room (e.g. office of the Advisor). Electronic files will be kept in either a shared folder on a secure Brandon University drive and on the Student Services professional's password protected assigned drive. Electronic media files (if applicable) will be kept on an encrypted USB drive and stored in a locked safe in a locked filing cabinet in a locked room. The password for such files will be kept in the Dean of

Students' Office. Student files containing personal health information (see Appendix A) will be stored in a locked cabinet in a locked room.

Any tampering of files will be reported to the Dean of Students.

Transportation of Files

In the eventuality that files need to be transported (e.g. subpoenaed to court) they will be stored in a locked briefcase (provided by the University), in a locked trunk of a vehicle. The file must be accompanied by the appropriate Student Services professional (or designate) at all times. The Student Services professional (or designate) must make all reasonable accommodations to maintain the security of the files. Files will be returned to the appropriate storage area immediately after use. If files are to be moved from campus, the Dean of Students will be notified in advance of the occurrence. If the Student Services student files are lost or stolen during the transportation process, the Dean of Students must be notified as soon as possible.

Retention

Student files: Advising

Electronic advising files will be kept until the student graduates from Brandon University or until the student has ceased his/her studies at Brandon University for a period of more than three (3) years. After such time, the file will be shredded by a professional shredding company (paper) or deleted (electronic). On a yearly basis, each Advisor is responsible for identifying files for destruction.

Student files: Personal Counselling

Personal Counselling files (paper, electronic, electronic media) will be kept for (10) ten years after the last noted contact with a Personal Counsellor. After such time, the will be shredded by a professional shredding company or deleted (electronic, electronic media). On a yearly basis, each Personal Counsellor is responsible for identifying files for destruction.

Student files: Student Accessibility Services

Student files in Student Accessibility Services will be kept for (7) seven years after the last noted contact with a Student Services professional from that unit. After such time, the file will be shredded by a professional shredding company. On a yearly basis, the Student Accessibility Services Coordinator is responsible for identifying files for destruction.

Student files: Academic Skills Centre

Student files in the Academic Skills Centre will be kept for (7) seven years after the last noted contact with a Learning Skills Specialist. After such time, the file will be shredded by a professional shredding company (paper) or deleted (electronic). On a yearly basis, each Learning Skills Specialist is responsible for identifying files for destruction.

Research

Any data that is stored for research purposes is governed under the *Brandon University Research Ethics Committee (BUREC) Policies and Procedures*. Anonymized usage data will be kept indefinitely.

Change of Professional

In the case of a staffing change (e.g. sabbatical, retirement etc.), the Dean of Students will meet with the incoming professional and the incumbent (if applicable) to review this policy and the appropriate legislation. Student files are the property of Brandon University and will be left in the Student Services Office for the incumbent.

Appendix A

Personal health information means identifying information about an individual in oral or recorded form that relates to things such as:

1. the physical or mental health of the individual (including information that consists of the health history of the individual's family),
2. the providing of health care to the individual (including the identification of a person as a provider of health care to the individual),
3. payments or eligibility for health care or coverage for health care in respect of the individual,
4. an individual's health number, or
5. any other information about an individual that is included in a record containing personal health information that is maintained for the purpose of providing health care or health services.

Personal health information will only be kept by Student Services professionals who require the information in order to perform their respective duties.

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