


Category	Enrollment and Registration	Policy Number	ACA-REG-201	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	4.1	
Responsible Office	Provost	Policy Owner	Associate Provost	
Date Approved	1 February 2023	Effective Date	1 February 2023	
Date Last Reviewed	12 October 2022	Due Date for Next Review	1 February 2026	

POLICY

Undergraduate Student Academic Records

1. Purpose

This policy establishes a framework for academic standards governing the management, maintenance and safeguarding of the academic records of all undergraduate students at Zayed University.

2. Application

This policy applies to the academic records of all undergraduate students at Zayed University.

3. Definitions

NAPO	National Admissions and Placement Office
Official Transcript	The Official Academic Transcript is a certified document issued by the Registrar's Office that provides a complete, accurate record of a student's academic history
Provost	Provost and Chief Academic Officer
SAP	Student Access Program
Student Academic Record	The Student Academic Record is maintained by the University to record a student's cumulative academic history, including personal identification information, admission, registration, academic performance, and official correspondence for each student enrolled in an undergraduate program
University	Zayed University

4. Policy

4.1 The maintenance of undergraduate student academic records at Zayed University ("University") is governed by administrative standards which respect confidentiality, and ensure consistency, integrity, and fairness.

- 4.2 By applying for admission and enrolling at the University, the student accepts the Registrar's right to collect pertinent personal information for institutional purposes. Documentation submitted in support of the student's application for admission is the property of the University and may be used to assess performance in programs and courses, provide the basis for awards and assist in the administration of the University.
- 4.3 The University will maintain a student's electronic academic record indefinitely. Students' physical files will be archived or destroyed seven (7) years after their graduation.
- 4.4 Each admitted undergraduate student has a unique student number which identifies all associated undergraduate academic records. The numbers are assigned by the National Admissions and Placement Office ("NAPO") for UAE citizens and by the Registrar's Office for international students.
- 4.5 Only authorized University personnel may alter an official undergraduate student academic record based on having the required supporting documents and approvals.
- 4.6 A copy of the academic transcript will be issued only at the student's request. Issue of the official academic transcript is the sole responsibility of the Undergraduate Registrar's Office.
- 4.7 The University shall endeavor to ensure that each student receives accurate information regarding their academic status. Students are required to read these documents and respond as specified in the notification. Parents are notified by letter and/or telephone in case of emergency.

5. Confidentiality and Access to Information

- 5.1 The student's academic record is considered confidential.
 - 5.1.1 Only the student and authorized University personnel may review this record.
 - 5.1.2 Academic records of students may be shared or discussed with the students' parents or guardians only after the written consent of the student.
 - 5.1.3 The academic information of sponsored students can be shared with their sponsor without requiring the prior written consent of the student.
- 5.2 The University is obligated to protect the privacy and security of its students and follows strict guidelines for maintaining the confidentiality of academic records and monitoring the release of information from those records to third parties.
- 5.3 Documents pertaining to the student's achievement at other institutions that have been received by the University will not be released or redirected.
- 5.4 A University employee may be permitted access to information in student records if the employee needs the information to perform required University duties. Generally, employees involved in academic administration are given access to the contents of student records.

5.5 Specified records or portions thereof may be provided to persons or agencies pursuant to a court order, summons, or subpoena directing the University to release the information.

6. Student Access Program

6.1 The Student Access Program (“SAP”) is the official electronic student academic record system of the University and for purposes of this Policy, information contained in the Student Access Program constitutes a student academic record.

6.2 The student may inspect all information contained in their academic record. They may request that erroneous information contained in the record be corrected and that any recipients of erroneous information be advised of the correction.

7. Student Photograph

7.1 The student photograph is an official electronic facial verification record to be used by authorized University personnel only. The photograph must not be copied, shared or used for any purpose other than for the verification of student identity.

7.2 Students must comply with requests from authorized University personnel to show their faces for identity verification purposes whether in person or online.

8. Related Policies and Laws

- ACA-ADM-101 Undergraduate Admission to Zayed University
- ACA-ADM-102 Advanced Placement and Challenge Examinations
- ACA-REG-101 Undergraduate Enrollment and Registration
- ACA-REG-103 Undergraduate Student Attendance
- ACA-REG-202 Undergraduate Degree Completion and Graduation
- ACA-PRO-201 Academic Progress in the Undergraduate Programs
- ACA-PRO-202 Recognition of Prior Learning

9. Administration

This policy is administered by the Registrar’s Office.

10. Revision History

Date	Revision	Ver.
3 February 2025	Updated the document format.	
1 February 2023	Non-substantive changes approved by the Provost.	4.1
28 September 2021	President’s Decision issued (PD#54 of 2021).	4.0
4 October 2020	President’s Decree issued (PD #90 of 2020).	3.0
27 March 2012	Policy approved.	2.0
6 June 2010	Reviewed but unchanged.	1.1
18 August 2001	New policy approved.	1.0