


Policy Group	Academic Administration	Policy Number	ACA-ADM-06	 جامعة زايد ZAYED UNIVERSITY
Responsible Office	Office of the Provost	Distribution	External	
Date Approved	28 September 2021	Effective Date	28 September 2021	
Date Last Reviewed	19 August 2021	Due Date for Next Review	19 August 2024	

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

3.1 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.

3.2 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.

4. Policy

The maintenance of undergraduate student academic records shall be governed by administrative standards which respect confidentiality and ensure consistency, integrity and fairness.

4.1 Zayed University shall maintain a student’s electronic academic record indefinitely. Students’ physical files will be archived or destroyed seven (7) years after their graduation.

4.2 Each admitted undergraduate student has a unique student number which identifies all associated undergraduate academic records. The numbers are assigned by NAPO for U.A.E. citizens and by the Registrar’s Office for international students.

4.3 Only authorized Zayed University personnel may alter an official undergraduate student academic record based on having the required supporting documents and approvals.

4.4 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 Office.

- 4.5 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 of Student Academic Records**
- 5.1 The student's academic record is considered confidential. Only the student, and authorized Zayed University personnel may review this record. Academic records of students may be shared or discussed with the students' parents or guardians only after the written consent of the student.
- 5.2 Zayed University is obligated to protect the privacy and security of its students and follows strict guidelines for maintaining the confidentiality of education records and monitoring the release of information from those records to third parties.
- 6. Access to Information**
- 6.1 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.
- 6.2 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.
- 6.3 The academic information of sponsored students can be shared with their sponsor without requiring the prior written consent of the student.
- 6.4 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 information.
- 7. Student Access Program (SAP)**
- 7.1 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.
- 7.2 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.
- 7.3 Documents pertaining to the student's achievement at other institutions that have been received by the university will not be released or redirected.
- 8. Student Photograph**
- 8.1 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.

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

9. Related Policies and Laws

ACA-REG-01 Undergraduate Admission to Zayed University
ACA-REG-02 Advanced Placement and Challenge Examinations
ACA-REG-05 Undergraduate Enrollment and Registration
ACA-REG-07 Undergraduate Student Attendance

10. Administration

This policy is administered by the Office of the Provost.

11. Revision History

Date	Revision
28 September 2021	President's Decision issued (PD#54 of 2021) after being approved by circulation by the University Council.
19 August 2021	Endorsed by the UC's Academic Affairs Committee.
21 June 2021	Endorsed by the Academic Council.
2 May 2021	Endorsed by a joint session of the Deans' Council and Provost's Council with no changes required.
20 April 2021	Added Section 8 Student Photograph.
4 October 2020	President's Decree issued (PD #90 of 2020).
30 September 2020	Approved by the University Council.
27 March 2012	Policy approved.
6 June 2010	Reviewed but unchanged
18 August 2001	New policy approved.