

## STUDENT IDENTIFICATION VALIDATION POLICY

---

To ensure we protect students' privacy and personal information the following will outline the approved processes to access, change, distribute and release student information:

1. Username and Passwords for PeopleSoft and Academic Computing

Username and Passwords will be automatically generated for students who are Term Activated for a given semester for one academic year. The naming convention used to generate the Username and Password will consist of the following:

**Username:** "Usernames" will consist of the entire Student Number, beginning with the letter "W".

**Password:** Will consist of the first two letters of your First Name, the first two letters of your Last Name and the last 4 digits of your Student Number.

Example:

First Name	Last Name	Student Number	Username	Password
Jane	Doe	0123456	W0123456	JADO3456

Please note that your "Username" and "Password" are case sensitive and therefore must be entered using **Uppercase**.

Students must activate their account to allow access to the computer labs, email and their "H" drive.

A password change will be forced at the first login.

If students forget their passwords they must go in person to the IT Consolidated Service Desk and show photo ID. For support in Chatham, students should go to Room T102.

## 2. Telephone Verification and Opt Out Option

**Telephone Verification:** In the event the student is unable to attend the IT Consolidated Service Desk in person, i.e. geographic location, the student will be referred to the Registrar (or designate) for validation purposes. The Registrar (or designate) will provide information to the student once verification has been confirmed.

**Opt Out Option:** In the event the student does not want the College to release information over the telephone to anyone, including the student, an opt out form is available. Please see the attached form for details. (The form is also available on the College website, <http://www.stclaircollege.ca/registrar/>)

## 3. Transcripts

### Requesting

Transcript requests will require at minimum, a 24 hour turn around period. Active students should be directed to request transcripts using Self Service. Transcript requests can also be made:

1. In person, by completing the attached "Request for Transcript" form.
2. By telephone, if the following information is validated:
  - Student Number
  - Registered Program
  - SIN Number or DOB
  - Current Address

\* Opt Out option available. Refer to item #2 for details.

### Pick Up

Students must provide photo identification to pick up a transcript.

### Mailing of Transcripts

Upon request, transcripts can be mailed to any educational institution, the student's "Home" or "Local" address providing it matches the Student Information System.

#### 4. Diplomas/Certificates

##### Requesting

To obtain a diploma or certificate students must complete the attached "Application for Certificate from Continuing Education" form, or be in their graduating AAL.

##### Pick Up

Students must provide photo identification to pick up a diploma or certificate.

##### Mailing

Diplomas or certificates can be mailed to the student's "Home" or "Local" address providing it matches the Student Information System.

After two weeks of the official graduation ceremony, diplomas or certificates that have not been picked up will be mailed to the student's "Home" address as indicated on the Student Information System.

#### 5. Name Change

Students must provide legal documented proof to change their first or last name. (Examples: Marriage certificate, divorce decree, driver's license.)

#### 6. Address Change

If possible, students should be directed to change their address using PeopleSoft Self Service. Address changes can also be requested by telephone, if the following information is validated:

- Student Number
- Registered Program
- SIN Number or DOB
- Current Address

\* Opt Out option available. Refer to item #2 for details.

## 7. Inquiries & Requests to Release Personal Data

For approved agencies, organizations or individuals (colleges, universities, police, banks, prospective employers, etc.) the Registrar's Office will only:

- ❖ Confirm that a student is or has been registered at the College.
- ❖ Confirm whether a student has graduated from a specific program.

Please note that no other student information, including educational history, will be released without:

1. The Registrar's Office receiving a signed Consent Form from the student which has been received and validated with photo ID.
2. The Registrar's Office receiving a signed Consent Form from the student that has been notarized and verified using photo ID.
3. The issuing of a legal warrant.

## Opt Out – Telephone Verification

---

I, \_\_\_\_\_ do not authorize St. Clair College to release any of my personal or academic information over the telephone, including requests made by myself. The cancellation of this opt out option must be completed through the Registrar's Office.

\_\_\_\_\_  
Student Name

\_\_\_\_\_  
Student ID #

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date