



1. POLICY NAME: STUDENT RECORDS ACCESS AND RELEASE

2. POLICY CATEGORY: GENERAL POLICIES

3. POLICY STATEMENT:

The university has established a policy for the release of records containing information on students.

- Each student attending AUD shall have the right to inspect and review the contents of his or her education records, including grades. Parents are not entitled to inspect and review financial records of their students. Parental access to a student's records will be allowed without prior consent if the student is a dependent as defined per U.A.E. Law.
- A student's education records are defined as files, materials, or documents including those in electronic format that contain information directly related to the student and are maintained by the institution. Access to a student's education records is afforded to school officials who have a legitimate educational interest in the records, such as for purposes of recording grades, attendance, and advising, and determining financial aid eligibility.
- Students may request a review of their education records by submitting a written request to the Provost and Chief Academic Officer. The review will be allowed during regular school hours under appropriate supervision. Students may also obtain copies of their education records for a nominal charge.
- Students may request that the institution amend any of their education records, if they believe the record contains information that is inaccurate, misleading or in violation of their privacy rights. The request for change must be made in writing and delivered to the Registrar with the reason for the requested change stated fully. Grades and any other assessment(s) related to student performance (recorded and/or reflected) can be challenged only on the grounds that they are improperly recorded. The instructor or staff member involved will review the request, if necessary meet with the student, and then determine whether to retain, change, or delete the disputed data. If a student requests a further review, the Provost and Chief Academic Officer will conduct a hearing, giving the student a full and fair opportunity to present evidence relevant to the disputed issues. The student will be notified of the Provost and Chief Academic Officer's decision.

Copies of student challenges and any written explanations regarding the contents of the student's record will be retained as part of the student's permanent record.

- Directory information is information on a student that the university may release to third parties without the consent of the student. AUD has defined directory information as the student's name, address(es), telephone number(s), email address, birth date and place, program undertaken, dates of attendance, credential awarded. If a student does not want some or all of his or her directory information to be released to third parties without his or her consent, the student must present such a request in writing to the Registrar within the term of the student's initial enrollment.
- The written consent of the student is required before personally identifiable information from education records on that student may be released to a third party, except for those disclosures referenced above, disclosures to accrediting commissions and government agencies, and other disclosures permitted by law. All students are requested to complete the *Consent to Release "Education Records" Form*.
- A student who believes that AUD has violated his or her rights concerning the release of or access to his or her records may file a complaint with the University's Grievance Officer or the UAE Ministry of Education in Dubai: Phone +971-4-2994100, Email ccc.moe@moe.gov.ae (*MOE Call Center*)