HOLLAND COLLEGE		
Quality Process A14	**Issue Date:** March 20, 2023	**Revision: Five**
Title: Control of Program Related Documentation		**Page 1 of 3**
Authorized by: Sandy MacDonald, President of Holland College		

1) Purpose 2) Scope 3) Related Processes, Documents & Definitions 4) Responsibilities 5) Process

1.   PURPOSE:

To ensure that documents necessary to the operation of the program are available, accessible, and up to date. To provide guidance to program areas for student file management and retention.

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2.   SCOPE:

All programs.

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3.   RELATED PROCESSES, DOCUMENTS & DEFINITIONS:

3.1   Quality Process B09— Adult Education

3.2   Quality Form 011.docx— Document Location List

3.3   Quality Form 103.pdf (103.docx)— Adult Education Document Location List

3.4   Quality Form 145.docx— Holland College Student File Checklist For Programs

3.5   Quality Form 104.pdf (104.docx)— Adult Education Student File Checklist

3.6   Quality Form 110.pdf (110.docx)— Community Education Student File Checklist for LINC Students

3.7   Quality Form QF110A.pdf (QF110A.docx) Community Education student File Checklist for EAP Students

3.8   Quality Form QF110B.pdf (QF110B.docx) Community Education Student File Checklist of EAL Students

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4.   RESPONSIBILITIES:

4.1   **Program Managers**: for ensuring that student files and documents are up to date and maintained as described in this policy.

4.2   **Staff**: for ensuring that documents/files, for which they have assigned responsibility, are maintained as required.

5.   PROCESS:

GENERAL

5.1   The documentation maintained will vary according to the type of program.

DOCUMENTATION LOCATION LISTS

5.2   All Program Managers will maintain a Document Location List (Quality Form 011 for Post-Secondary Programs or Quality Form 103 for Adult Education or QF110 for Community Education) for programs under their responsibility.

STUDENT FILES

5.3   A file on each enrolled student will be maintained by the program.

5.4   Student files may be kept electronically or in hard copy.

5.5   Regardless of the format, ensuring private information is protected and access is limited to only those that require access is of utmost importance.

5.6   The student file checklist is used to track forms and other documentation required to be in each student's file. In cases where it is more efficient to keep a particular form or document in a separate file, a class/group file, or electronically, this can be noted on the Student File Checklist.

5.7   Student file Checklist are required for Adult Education (QF104) and Community Education (QF110, QF110A, and QF110B) students. The QF145 is optional for post-secondary programs.

(Note: With the moving of many files to the online forum it was evident that for some areas the QF145 was not serving any purpose as in some cases this was the only form in the student file. A number of faculty have indicated they would prefer to keep using the form, so a decision was made to make it optional.)

5.8   Student file retention (post-graduation)

a)   Student files are to be kept in the Program area until one year after graduation and then will be destroyed by the program.

b)   Upon graduation, student files are to be reviewed, and any unnecessary documentation (copies of tests, assessments, etc.) should be purged. The remaining documentation should be retained for one year and then destroyed.

c)   The College recognizes that there may be external governing bodies that stipulate certain student records are retained

longer than one year post graduation that will supersede this. In the interest of protecting student's personal information, these records should not be kept any longer than these external requirements stipulate.

5.9 Student file retention (exit before program completion)

a) When a student exits a program before graduation a copy of any documentation in their program file that would potentially impact Admissions decision to accept the student into a program in the future (i.e. Student Misconduct Notices or Disciplinary Probation) is to be scanned and emailed to Admissions

b) These student files are to be kept in the Program area for one year and then are to be destroyed.

5.10 Records may be transferred from one storage medium to another, e.g. paper copy to a scanned image, as long as the integrity of the information remains intact.

5.11 If the record is transferred to another storage medium, the original may be destroyed once the information is verified. This should be done not only to save time and space, but to ensure the appropriate copy is used when accessing the information.

5.12 Note, the length of time any student record is to be retained does not change regardless of the medium (hard copy or electronic) or how the record is stored. The protection, security, and privacy of student information housed in each of the administrative units must have the highest priority in both the maintenance and destruction of records.

CONTROL OF EXTERNAL DOCUMENTS

5.13 Up-to-date versions of external documents, such as accreditation or regulatory documents, that have a direct bearing on the program will be available to staff and all staff concerned must be made aware of amendments.

PROGRAM DOCUMENTATION FILES

5.14 Program Managers will maintain a file(s) for each program under their responsibility.

5.15 The Program Manager will ensure that documents and files identified on the Document Location List are maintained/stored as indicated.

5.16 Program files will be stored in locations that are accessible to all staff directly related to the program.