

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Academic Records Policy	Effective Date	14/06/2026
	Category	Registration	Last Review date	
	Policy Number	REG-001	Next Review date	14/06/2029
	Responsible Entity	Executive Director of Registration	Approved By	President

Overview

AIU is committed to protecting the rights of students concerning their education records and maintains comprehensive, secure procedures for creating and managing those records throughout a student's academic life. This policy governs every document, record, and activity related to a student's academic record, from initial enrollment through final transcript issuance, consistent with institutional policy, applicable accreditation requirements, and the record-keeping obligations of Kuwait's Private Universities Council (PUC).

Scope

This policy applies to all students registered in any academic program offered by AIU. All Registration and academic administrative staff must be fully aware of and comply with this policy, which also applies to all academic and administrative departments and units responsible for collecting, managing, and archiving student data within the Student Information System (SIS).

Purpose

The purposes of this policy are to:

- Define the responsibilities of relevant departments in creating, maintaining, and updating student academic records
- Safeguard the privacy and confidentiality of student academic records
- Provide students with access to their own academic records
- Facilitate the issuance of Official Academic Transcripts, certificates, and enrollment letters
- Govern the Student Information System (SIS) to maintain data integrity and security
- Demonstrate compliance with accreditation requirements

Definitions and abbreviations

Academic Record: The comprehensive record created for each student at admission, encompassing personal identification information, enrollment data, grades, degrees, and academic standing, maintained by the Executive Director of Registration throughout the student's relationship with AIU.

Non-Academic Record: Documents related to a student's non-academic activities, such as financial documents and extracurricular involvement. Any record not related to the individual being a student is not part of this category.

Permanent Student Record: The official comprehensive student record maintained by AIU, constituting both the academic and non-academic records of a student.

Official Academic Transcript: A document summarizing a student's academic record, including courses taken, grades received, degrees awarded, and academic standing, recognized as the certification of a student's academic performance.

Student Identification Number (SID): A unique number assigned to each student upon admission, used to associate all academic records and transactions with the student throughout enrollment.

Student Information System (SIS): The electronic system (Banner) used by AIU to store, manage, and back up student academic records.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Academic Records Policy	Effective Date	14/06/2026
	Category	Registration	Last Review date	
	Policy Number	REG-001	Next Review date	14/06/2029
	Responsible Entity	Executive Director of Registration	Approved By	President

Policy

Article 1: Creation and Content of the Academic Record

AIU creates, maintains, and retains a comprehensive Permanent Student Record for each admitted student, encompassing all relevant personal and academic information, retained in accordance with the retention schedule at REG-003. The record includes transcripts; diplomas and certificates; degree and award information, including date awarded, degree type, School, declared major(s) and minor(s), and graduation honors; enrollment and registration history; transfer credit; and disciplinary information where applicable. Enrolled students maintain accurate and up-to-date local and permanent contact information, including addresses, phone numbers, email, and emergency contacts.

Article 2: Confidentiality

AIU ensures the confidentiality and privacy of students' official academic records and does not release them to any third party or the public without prior student consent, except where required by applicable Kuwait law or as otherwise permitted under this policy.

Article 3: Official Documentation

AIU provides Official Academic Transcripts, certificates, and enrollment letters in English and Arabic where requested, verified through the Executive Director of Registration. The Registration Office may decline to issue an Official Academic Transcript or other official documentation where a student has an unresolved financial delinquency or unresolved disciplinary action, consistent with STU-001.

Article 4: The Student Information System

The SIS (Banner) is AIU's official electronic repository for student academic records, with continuous off-site electronic backup. Custodianship of the SIS lies with the Executive Director of Registration, who holds custodial responsibility for the content, integrity, and accessibility of student academic record data, in coordination with Information Technology under EMA-010 (Admissions Information Systems Management Policy) and the equivalent registration systems governance.

Article 5: Non-Academic Records

Non-academic records, encompassing documents related to nationality, prior qualifications, finances, conduct, health, housing, employment, and extracurricular activities, are managed and maintained according to University policy, with access restricted to authorized personnel and third-party disclosure requiring student consent or legal allowance.

Procedures

Access, Confidentiality, and SIS Management

- The Executive Director of Registration, Academic Advisors, and students have access to relevant student academic records; every student may use self-service to view their record and query its accuracy.
- Funders, sponsors, and other higher education institutions may request student information from the Registration Office with the student's consent.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Academic Records Policy	Effective Date	14/06/2026
	Category	Registration	Last Review date	
	Policy Number	REG-001	Next Review date	14/06/2029
	Responsible Entity	Executive Director of Registration	Approved By	President

- Faculty are granted SIS access privileges for grading and academic functions as determined by the Registration Office, on the approval of the relevant Dean or Department Chair.
- Third-party direct access to the SIS is strictly prohibited. An entity requiring access to student academic records must formally request it from the Registration Office and sign a Non-Disclosure Agreement.
- The Registration Office periodically reviews access permissions to ensure no unauthorized access is granted, and maintains confidentiality protocols for all personnel with SIS access.
- Unauthorized access, misuse, or breach of confidentiality may result in revocation of access privileges and disciplinary action under the applicable University policy (STU-001 for students, the Employee Handbook for staff).

Requesting Official Academic Transcripts

1. The student submits a request to the Registration Office through the e-services platform, including identification information and delivery instructions.
2. The Registration Office verifies the accuracy and completeness of the record and confirms that all outstanding balances have been paid.
3. Official Academic Transcripts are released only with the student's consent or as otherwise permitted by law, and adhere to internationally recognized transcript standards.

Requesting Enrollment Letters

1. The student submits a formal request through the e-services platform, including identification, purpose, and delivery instructions.
2. The Registration Office verifies enrollment status and academic standing before issuing the letter, which accurately reflects the student's current status.
3. Enrollment letters for active students are valid for one month from issuance; extensions of up to three months may be granted for cases involving lengthy external procedures such as attestation for use abroad.

Responsibilities

Office	Responsibilities
Admissions Office	Initial creation and accurate entry of admission-related student records.
Registration Office (Executive Director of Registration)	Maintenance, modification, and secure archiving of student records; SIS custodianship.
Information Technology	Provides and maintains the electronic archiving system, ensures database security, and maintains on-site and off-site backups.
Students	Provide accurate personal information and update it as necessary.

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Academic Records Policy	Effective Date	14/06/2026
	Category	Registration	Last Review date	
	Policy Number	REG-001	Next Review date	14/06/2029
	Responsible Entity	Executive Director of Registration	Approved By	President

Exceptions

Exceptions to this policy are approved by the Executive Director of Registration. An exception of substantial impact, affecting multiple students, a full cohort, or AIU's compliance position with PUC, requires escalation with the VPSA and approval by the President.

Related Policies

- REG-003 Records Retention and Archiving Policy
- ADM-002 Privacy and Personal Data Protection Policy
- STU-001 Student Conduct and Disciplinary Policy

President Signature	Signature: _____ Date: _____
---------------------	------------------------------