



**FOR APPROVAL**

**PUBLIC**

**OPEN SESSION**

**TO:** Academic Board

**SPONSOR:** Trevor Young, Vice-President & Provost  
**CONTACT INFO:** provost@utoronto.ca

**PRESENTER:** Dwayne Benjamin, Vice-Provost, Strategic Enrolment  
**CONTACT INFO:** Management  
[Dwayne.benjamin@utoronto.ca](mailto:Dwayne.benjamin@utoronto.ca)

**DATE:** May 16, 2024 for May 23, 2024

**AGENDA ITEM:** 8

**ITEM IDENTIFICATION:**

*Amendments to the Statement Concerning Changes of Student Personal Information in Official Academic Records.*

**JURISDICTIONAL INFORMATION:**

Pursuant to Section 5.1 of the Academic Board Terms of Reference, matters within the area of academic services, are within the Board's responsibility.

The Committee on Academic Policy and Programs has the authority to recommend to the Academic Board for approval major amendments to University-wide policies with respect to Statement Concerning Changes of Student Personal Information in Official Academic Records (AP&P, Terms of Reference, 4.6 Policy on academic services).

**GOVERNANCE PATH:**

1. Committee on Academic Policy and Programs [for recommendation] (May 8, 2024)
2. **Academic Board [for approval] (May 23, 2024)**

**PREVIOUS ACTION TAKEN:**

Revisions to the statement were approved by Governing Council April 16, 2009. These revisions replaced the Policy on Names on Official Student Academic Records and Corroborative Documents approved January 9, 1986.

**HIGHLIGHTS:**

The Statement on changes to students' personal information in official academic records was approved in 2009 and replaced a previous policy on Names on Official Student Academic Records and Corroborative Documents from 1986. The 2009 changes were identified when and how specific information could be updated on the student's official academic record. It also outlined the information that would be provided on official university documents. The statement has served the university community well. Some slight adjustments to the statement are needed to clarify changes to information to reflect student records best practices and to reduce confusion, especially relating to name changes.

Proposed changes to the statement include:

- Clarification that first and middle names can be changed without a legal name change.
- Clarification of the names that will appear on official documents (transcripts and diploma).
- Clarification that the university will accept name changes post -graduation, with supporting documents.
- Removal of gender specific pronouns.
- Inclusion of a reference to the supporting guideline document.

In addition, several changes are being made to the associated guidelines. Guidelines do not normally require governance approval but may be reported for information as part of the process for approving the related Policy.

The guidelines are provided for information. Changes include:

1. Data definitions for the different names used by the university and how they are used.
2. Explanation for the legal name identifier in ROSI and protection for this field.
3. Inclusion of a process to change a legal name.
4. Changing "Display Name" to "Preferred Name."
5. Addition of a notice about multiple changes to preferred names.
6. Clarification of documentation required by alum to make a name change.

## **CONSULTATION**

- Weekly Registrar meeting (various from January 2023)
- Director, Sexual & Gender Diversity Office (various)
- Interim Executive Director, EDI (various)
- Council of First Entry Deans, February 2023
- Student feedback - URO Client Services
- VPSEM Student Advisory Group: November 16, 2024

- Forum on Student Experience: March 4, 2024
- Provost Advisory Group: March 13, 2024

**FINANCIAL IMPLICATIONS:**

There are no budgetary implications.

**RECOMMENDATION:**

Be It Resolved:

THAT the proposed Amendments to the *Statement Concerning Changes of Student Personal Information in Official Academic Records* be approved, effective immediately.

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**DOCUMENTATION PROVIDED:**

1. Statement Concerning Changes of Student Personal Information in Official Academic Records (current)
2. Revisions to the Statement Concerning Changes of Student Personal Information in Official Academic Records (tracked changes)
3. Revisions to the Statement Concerning Changes of Student Personal Information in Official Academic Records (clean copy)
4. Guidelines Concerning Changes to Student Personal Information on Official Student Academic Records (current)
5. Guidelines Concerning Changes to Student Personal Information on Official Student Academic Records (tracked changes)
6. Guidelines Concerning Changes to Student Personal Information on Official Student Academic Records (clean copy)



# UNIVERSITY OF TORONTO

**Statement Concerning Changes of Student Personal Information in  
Official Academic Records**  
(approved April 16, 2009)

To request an official copy of this, contact: The

Office of the Governing  
Room 106, Simcoe Hall  
27 King's College Circle  
University of Toronto  
Toronto, Ontario  
M5S 1A1

Phone: 416-978-6576

Fax: 416-978-8182

E-mail: [governing.council@utoronto.ca](mailto:governing.council@utoronto.ca)

Website: <http://www.governingcouncil.utoronto.ca>

## **STATEMENT CONCERNING CHANGE OF STUDENT PERSONAL INFORMATION IN OFFICIAL ACADEMIC RECORDS**

The accuracy of students' academic records is fundamental to the integrity of the University's academic mission. It is important that the University's records identify individual students' achievements accurately and can authenticate that transcripts are those of the student or alumna named.

While it is usual for the University to require the student's formal legal name to be used on its official academic records, the University will consider a request from a student to change the name and/or gender recorded on their record. The University must balance its duty to protect the integrity of the academic process and its records with the student's interest in using a name which may differ from their formal legal name but is consistent with their identity.

1. When a student applies for admission, the name and gender recorded in the University's academic record are as provided on the application for admission. The University takes steps to verify the authenticity and legitimacy of academic and other documents submitted in support of the application, including the identity of the student.
2. Students may request a change of name and/or gender recorded and used by the University in their official academic record. In dealing with requests for changes, the University will require the student to establish and authenticate his/her identity. The University will advise the student that where the name on the records is not the formal legal name of the student, future employers, licensing bodies, or other educational institutions may require proof that the transcripts and diplomas are the legitimate academic records of the individual submitting them.
3. The permanent official academic record will include a record of all names recorded and approved while a student is enrolled and after graduation, if a name change request is accepted after graduation. Only the most recent name accepted by the University will, however, be disclosed on transcripts and diplomas. Gender, which is collected and recorded for statistical purposes only, is not disclosed on transcripts or diplomas.
4. The University does not normally accept requests for change of name following graduation but such a request will be considered where supported with appropriate documentation.
5. The University Registrar will provide guidelines reflecting these principles concerning changes of name and gender to academic divisions and others in the University who are responsible for student records.
6. The University supports access to and privacy of student personal information in keeping with its commitment to the requirements of Ontario's *Freedom of Information and Protection of Privacy Act (FIPPA)*.
  - The Policy on Names on Official Student Academic Records and Corroborative Documents, 1986, is hereby rescinded and replaced by this Statement.

**RELATED DOCUMENTS** (Added for Reference by the Secretariat, January 15, 2020)

[\*Freedom of Information and Privacy Act\*](#)

Approved by Governing Council April 16, 2009, replacing the *Policy on Names on Official Student Academic Records and Corroborative Documents* approved January 9, 1986.



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While ~~it is usual for~~ the University ~~to require~~ a ~~the~~ student's ~~formal~~ legal name to be used on its official academic records, the University will consider a request from a student to change the first name and middle name presented -on official university documents and/or gender recorded on their record. The University must balance its duty to protect the integrity of the academic process and its records with the student's interest in using a name which may differ from their ~~formal~~ legal name but is consistent with their identity.

1. When a student applies for admission, the name and gender recorded in the University's academic record are as provided on the application for admission. The University takes steps to verify the authenticity and legitimacy of academic and other documents submitted in support of the application, including the identity of the student.
2. Students may request a change of first and middle name and/or gender recorded and used by the University in their official academic record. In dealing with requests for a first and middle name changes, the University will require the student to establish and authenticate his/her/their identity. The University will advise the student that where the first and middle name on their records is not the ~~formal~~ legal first and middle name of the student, governments, future employers, licensing bodies, or other educational institutions may require proof that the transcripts and diplomas are the legitimate academic records of the individual submitting them.
3. The permanent official academic record will include a record of all names ~~recorded and approved~~ while a student is enrolled and after graduation, ~~if a name change request is accepted after graduation. Only the~~ The most recent first name, middle name and surname name ~~recorded accepted~~ by the University will ~~however,~~ be the name disclosed on transcripts and diplomas. Gender, which is collected and recorded for statistical purposes only, is not disclosed on transcripts or diplomas.
4. The University ~~does not normally will~~ accept requests for a name change ~~of name~~ following graduation. ~~but such a~~ Requests will be considered ~~where supported~~ with appropriate supporting documentation.
5. The University Registrar will provide guidelines reflecting these principles concerning changes of name and gender to academic divisions and others in the University who update are responsible for student records.
6. The University supports access to and privacy of student personal information in keeping with its commitment to the requirements of Ontario's *Freedom of Information and Protection of Privacy Act (FIPPA)*.
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The accuracy of students' academic records is fundamental to the integrity of the University's academic mission. It is important that the University's records identify individual students' achievements accurately and can authenticate that transcripts are those of the student or alumna named.

While the University requires a student's legal name to be used on its official academic records,

the University will consider a request from a student to change the first name and middle name presented on official university documents and/or gender recorded on their record. The University must balance its duty to protect the integrity of the academic process and its records with the student's interest in using a name which may differ from their legal name but is consistent with their identity.

1. When a student applies for admission, the name and gender recorded in the University's academic record are as provided on the application for admission. The University takes steps to verify the authenticity and legitimacy of academic and other documents submitted in support of the application, including the identity of the student.
2. Students may request a change of first and middle name and/or gender recorded and used by the University in their official academic record. In dealing with requests for a first and middle name change, the University will require the student to establish and authenticate their identity. The University will advise the student that where the first and middle name on their record is not the legal first and middle name of the student, governments, future employers, licensing bodies, or other educational institutions may require proof that the transcripts and diplomas are the legitimate academic records of the individual submitting them.
3. The permanent official academic record will include a record of all names recorded while a student is enrolled and after graduation.. The most recent first name, middle name and surname name recorded by the University will be the name disclosed on transcripts and diplomas. Gender, which is collected and recorded for statistical purposes only, is not disclosed on transcripts or diplomas.
4. The University will accept requests for a name change following graduation. Requests will be considered with appropriate supporting documentation.
5. The University Registrar will provide guidelines reflecting these principles concerning changes of name and gender to academic divisions and others in the University who update student records.
6. The University supports access to and privacy of student personal information in keeping with its commitment to the requirements of Ontario's *Freedom of Information and Protection of Privacy Act (FIPPA)*.
  - The Policy on Names on Official Student Academic Records and Corroborative Documents, 1986, is hereby rescinded and replaced by this Statement.

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Approved by Governing Council April 16, 2009, replacing the *Policy on Names on Official Student Academic Records and Corroborative Documents* approved January 9, 1986.

## **Guidelines Concerning Changes of Student Personal Information on Official Student Academic Records**

1. Students who are registered and wish to change the name and/or the gender used by the University in their official academic record should consult the registrar's office of the college or faculty where they are enrolled. For a request to change their name or gender to be considered, students will be required to provide proof of identity that satisfies the University that they are the person whose records are the subject of the request.
2. The student should be asked to provide a letter or complete a form which clearly specifies the information on their official record and the change they wish to be made. The student should neither be asked nor expected to provide reasons for the requested change. The student should, however, be advised that future employers or other institutions may require legal proof that transcripts and diplomas are legitimately those of the person seeking to submit or rely on them.
3. The division is responsible for recording the requested changes in the University's electronic student record system, and for keeping the written request and supporting documentation in the student file, which is retained in accordance with the University's retention and destruction practices.
4. The name used on the transcript and diploma will be as it is recorded in the University's official student academic record. Alumni who wish diplomas to be reissued with a different name should follow the process described for current students.
5. In situations where the student is requesting to change their entire name, or where there have been prior instances of requests for changes from the student, or in any other circumstances the University deems appropriate, the University may request further documentation supporting the request including a statutory declaration from the student before agreeing to the request.
6. As a best practice, academic divisions and others in the University are encouraged to use first and last name without gender specific titles when addressing correspondence to students.



# UNIVERSITY OF TORONTO

## Guidelines Concerning Changes of Student Personal Information on the Official Student Academic Records

Issued by: University Registrar

Date: May 30, 2024

As outlined in the *Statement Concerning Change of Student Personal Information in Official Academic Records*, the following guidelines are to assist the University community when considering a request to change information.

### **Definitions<sup>1</sup>:**

**First Name:** A student's first name. The first name normally aligns with the legal name, unless consideration has been granted to change the first name indicated on the student record. This includes a student's chosen name. In these cases, first name and legal first name will be different. The first name will appear in most university systems and on official university documents such as the transcript and the diploma.

**Middle Name:** A student's middle name, if provided. The middle name normally aligns with the legal middle name, unless consideration has been granted to change the middle name indicated on the student record. In these cases, the middle name and legal middle name will be different. The middle name will appear on official university documents such the transcript and the diploma, if provided.

**Surname:** A student's legal last/family name as it appears in government records. The surname will appear on official university documents such as the transcript and the diploma. See details below regarding changing a surname.

**Legal Name Identifier:** Used to identify a student's full legal name. -This is identified by the legal name indicator in the student information system. See details below regarding changing the legal name.

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<sup>1</sup> ROSI includes a hidden field called *given name*. This is a concatenated view of the "first name" and "middle name" fields mentioned above. This field is not visible to students.

**Preferred Name:** The name a student prefers to use for daily interactions that is different from their name. Students do not have to declare a preferred name. When a preferred name is not declared, the “first name” will be used. The preferred name will be used on class lists and in some other university systems, where appropriate. The preferred name will not appear on any official documents.

The following provides additional details regarding name changes and name fields used in different university systems.

1. A student’s **legal name** will be maintained in the official student information system. This information only be updated when documentation has been provided to indicate that a legal name change has been processed. A student’s legal name will only be used when strictly necessary. To change a legal name, students will be asked to provide one of the following types of supporting documentation:
  - a. Birth certificate
  - b. Name Change Certificate from an approved government agency (e.g., Office of the Registrar General, Vital Statistics)
  - c. Government issued Marriage Certificate, Divorce Decree or Separation court document.
  - d. Citizenship card issued by an approved government agency
  - e. Permanent resident card
  - f. Canadian Passport
  - g. International Passport
2. The First Name, Middle Name, and Surname fields are the names that will appear on the official university record and will appear on documents such as the transcript and diploma.
3. Students may choose to use a Preferred Name that will be used on some systems such as class lists. The use of a Preferred Name is optional. If a student does not choose a Preferred Name, the First Name will be used. A student may enter a Preferred Name at any time in ACORN.

The following is a summary of how the name fields will be used

<b><u>Preferred Name</u></b>	<b><u>First &amp; Middle Name</u></b>	<b><u>Legal Name</u></b>
<u>The name a student wishes to be called. It is not an official name. Preferred name is an optional name</u>	<u>The name that will appear in most university systems (e.g., ACORN, QUERCUS) and on transcripts &amp; diploma. For most</u>	<u>A student’s full legal name (first, middle and surname). The legal name will be identified in ROSI.</u>

<u>field. It is only used in some systems where permitted (e.g., class lists).</u>	<u>students this will be the same as their legal name. Students with a Chosen first and middle name will have the name recorded here.</u>	<u>The legal name will only be used when required by law (e.g., tax receipts, criminal record checks).</u>
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**Important notice:** Students are advised to maintain consistency with their name to help protect their identity and personal information. Students who frequently change their name may be asked to meet with their academic divisional registrar.

A registered Sstudents who are registered and who wishes to change the First #Name and/or Middle Name and/or the gender used by the University in their official academic record should consult their academic divisional registrar's office of the college or faculty where they are enrolled. For a First Name or Middle Name change request to change their name or gender to be considered, students will be required to provide proof of identity supporting documents that satisfies the University that they are the person whose records are the subject of the request; a legal name change document is not required. No supporting documentation is required for gender change requests.

The student ~~should will~~ be asked to ~~provide a letter or~~ complete and sign a form, which clearly specifies the information ~~on their official record and the change~~ they wish to change be made. The student should neither be asked, nor be expected to provide a reasons for the requested change; however, ~~The student should,~~ ~~however,~~ be advised that future employers, accreditation/licensure agencies, government agencies or other institutions may require legal proof that official documents, such as transcripts and diplomas, are legitimately those of the person seeking to submit or rely on them.

~~4.~~ 4. Academic divisional registrar offices are The division is responsible for that recording the requested changes in the University's electronic official student information record system are responsible, ~~and~~ for keeping the written request and supporting documentation in the student record file, which is retained in accordance with the University's retention ~~and destruction practices~~ policy.

~~5.~~ 5. The most recent in the official record name used on the transcript and diploma will be as it is recorded in the University's official student academic record. Alum whose transcripts and diplomas were issued in a name other than their legal name, and now require a diploma or transcript with their legal name, must submit a name change request and request Alumni who wish diplomas to be reissued with a different name a replacement diploma or transcript. In most cases, Alum who wish to change their name may do so by providing legal name change documentation as outlined in section (1). should follow the process described in paragraph 1.

~~2.~~

~~3.6.~~ The University Registrar's Office should be consulted in situations where the student is requesting to change their entire name, or where there have been multiple prior ~~instances of name change~~ requests ~~for changes~~ from a the student, ~~or i~~n any ~~other~~ circumstances the University deems appropriate, the University may request additional supporting documentation such as further documentation supporting the request including a statutory declaration signed by a notary public, from the student before agreeing to the request.

~~4.7.~~ As a best practice, ~~academic divisions and others in academic divisions the University~~ are are encouraged to use a student's name first and last name without gender specific titles when addressing correspondence to students.



# UNIVERSITY OF TORONTO

## Guidelines Concerning Changes of Student Personal Information on the Official Student Academic Record

Issued by: University Registrar

Date: May 30, 2024

As outlined in the *Statement Concerning Change of Student Personal Information in Official Academic Records*, the following guidelines are to assist the University community when considering a request to change information.

### Definitions<sup>1</sup>:

**First Name:** A student's first name. The first name normally aligns with the legal name, unless consideration has been granted to change the first name indicated on the student record. This includes a student's chosen name. In these cases, first name and legal first name will be different. The first name will appear in most university systems and on official university documents such as the transcript and the diploma.

**Middle Name:** A student's middle name, if provided. The middle name normally aligns with the legal middle name, unless consideration has been granted to change the middle name indicated on the student record. In these cases, the middle name and legal middle name will be different. The middle name will appear on official university documents such the transcript and the diploma, if provided.

**Surname:** A student's legal last/family name as it appears in government records. The surname will appear on official university documents such as the transcript and the diploma. See details below regarding changing a surname.

**Legal Name Identifier:** Used to identify a student's full legal name. This is identified by the legal name indicator in the student information system. See details below regarding changing the legal name.

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<sup>1</sup> ROSI includes a hidden field called *given name*. This is a concatenated view of the "first name" and "middle name" fields mentioned above. This field is not visible to students.



**Preferred Name:** The name a student prefers to use for daily interactions that is different from their name. Students do not have to declare a preferred name. When a preferred name is not declared, the “first name” will be used. The preferred name will be used on class lists and in some other university systems, where appropriate. The preferred name will not appear on any official documents.

The following provides additional details regarding name changes and name fields used in different university systems.

1. A student’s legal name will be maintained in the official student information system. This information only be updated when documentation has been provided to indicate that a legal name change has been processed. A student’s legal name will only be used when strictly necessary. To change a legal name, students will be asked to provide one of the following types of supporting documentation:
  - a. Birth certificate
  - b. Name Change Certificate from an approved government agency (e.g., Office of the Registrar General, Vital Statistics)
  - c. Government issued Marriage Certificate, Divorce Decree or Separation court document.
  - d. Citizenship card issued by an approved government agency
  - e. Permanent resident card
  - f. Canadian Passport
  - g. International Passport
  
2. The First Name, Middle Name, and Surname fields are the names that will appear on the official university record and will appear on documents such as the transcript and diploma.
  
3. Students may choose to use a Preferred Name that will be used on some systems such as class lists. The use of a Preferred Name is optional. If a student does not choose a Preferred Name, the First Name will be used. A student may enter a Preferred Name at any time in ACORN.

The following is a summary of how the name fields will be used

<b>Preferred Name</b>	<b>First &amp; Middle Name</b>	<b>Legal Name</b>
The name a student wishes to be called. It is not an official name. Preferred name is an optional name	The name that will appear in most university systems (e.g., ACORN, QUERCUS) and on transcripts & diploma. For most	A student’s full legal name (first, middle and surname). The legal name will be identified in ROSI.

field. It is only used in some systems where permitted (e.g., class lists).	students this will be the same as their legal name. Students with a Chosen first and middle name will have the name recorded here.	The legal name will only be used when required by law (e.g., tax receipts, criminal record checks).
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**Important notice:** Students are advised to maintain consistency with their name to help protect their identity and personal information. Students who frequently change their name may be asked to meet with their academic divisional registrar.

A registered student who wishes to change the First Name and/or Middle Name and/or the gender used by the University in their official academic record should consult their academic divisional registrar's office. For a First Name or Middle Name change request, students will be required to provide supporting documents that satisfies the University that they are the person whose records are the subject of the request; a legal name change document is not required. No supporting documentation is required for gender change requests.

The student will be asked to complete and sign a form, which clearly specifies the information they wish to change. The student should neither be asked, nor be expected to provide a reason for the requested change; however, the student should be advised that future employers, accreditation/licensure agencies, government agencies or other institutions may require legal proof that official documents, such as transcripts and diplomas, are legitimately those of the person seeking to submit or rely on them.

4. Academic divisional registrar offices are that record the requested changes in the University's official student information system are responsible for keeping the written request and supporting documentation in the student record, which is retained in accordance with the University's retention policy.
5. Alum whose transcripts and diplomas were issued in a name other than their legal name, and now require a diploma or transcript with their legal name, must submit a name change request and request a replacement diploma or transcript. In most cases, Alum who wish to change their name may do so by providing legal name change documentation as outlined in section (1).
6. The University Registrar's Office should be consulted in situations where the student is requesting to change their entire name, or where there have been multiple prior name change requests from a student. In any circumstances the University deems appropriate, the University may request additional supporting documentation such as a statutory declaration signed by a notary public, from the student before agreeing to the request.
7. As a best practice, academic divisions are encouraged to use a student's name without gender specific titles when addressing correspondence to students.