



UGHE

## GRADE REPORTING, RECORDING AND POSTING AND ACADEMIC RECORDS

**Policy Number:**  
AP-REG 01

**Policy group:**  
Office of the Registrar

**Effective:**  
01/11/2024

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### PURPOSE

This policy establishes guidelines for collecting, reporting, recording, maintaining, and accessing student records at UGHE. It aims to ensure accuracy, security, confidentiality, and responsible use of student records while respecting students' rights of access and privacy. This policy contains:

- The grade recording and reporting process for each academic course at UGHE
- Grade privacy and data protection information
- Use of Populi (UGHE Student Information System)
- Student access to academic records
  - Current students
  - Academic records provided upon graduation
  - Alumni access to academic records
- The procedure to acquire replacement degrees, letters of good standing and recommendations

### DEFINITIONS

**Canvas:** Learning Management System used at UGHE for courses and grades management.

**Populi:** The Student Information System (SIS) used at UGHE to manage students' information.

**Division/Program Administrative Assistant:** Academic staff member in a division or program at UGHE responsible for administrative tasks, including grade recording.

**Division/Program Chair:** The faculty member who oversees an Academic Division or Academic Program at UGHE.

**Academic Commision:** The UGHE Academic Leadership Committee responsible for approving the final grades before being uploaded to Populi.

**MGHD:** Master of Science in Global Health Delivery (a graduate program at UGHE).



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**MBBS/MGHD:** Bachelor of Medicine, Bachelor of Surgery and Master of Science in Global Health Delivery dual degree.

**Transcript:** Document showing the student's academic performance. It includes courses taken, grades obtained, and GPA. Can be official (signed, stamped and official status indicated) or unofficial.

**Grade sheet:** Electronic file used to record division/program or course grades.

**Diploma:** An official document certifying the completion of an academic program at UGHE.

**Letter of verification of enrollment:** A document confirming a student's enrollment status at UGHE.

**Term GPA:** Calculated GPA for a specific academic term at GPA. Academic terms include First and Second Semesters.

**Cumulative GPA:** The overall GPA across all terms a student has completed.

### SCOPE

This policy applies to all student grades and records maintained by UGHE, whether in physical or electronic form. It covers the entire duration of a student's enrollment and extends to alumni grades post-graduation.

### PROCEDURE

#### 1. GRADE REPORTING AND RECORDING PROCESS

The reporting and recording of all summative and course-level grades on degree-granting academic programs at UGHE is the responsibility of the Office of the Registrar.



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Formative grades can be released as the course progresses at the discretion of the course director.

The table below outlines the steps and responsibilities of the summative and course-level grade approval process:

All course grades are downloaded from Canvas and Elentra and recorded in Division (MBBS) or Program (MGHD) grade sheet.	Division/Program administrative assistant and Division/Program Chair
At the end of the semester, or when each module/course has been concluded, academic leads of the programs work with the records officer at the Office of the Registrar to confirm all grades are computed as per the curriculum and the UGHE grading policies.	Division/Program administrative assistant and Division/Program Chair
The Office of the Registrar checks all grades against what is recorded on Canvas and/or Elentra if it's aligning with the approved Higher	Office of the Registrar
Grades are presented to UGHE Academic Commission for final approval.	Division/Program Chair
Approved grades are sent to the Office of the Registrar.	
Students are enrolled into semester courses on Populi, and grades are uploaded into Populi	Office of the Registrar
Students receive final approved grades:  At the end of the semester, students on any academic program are notified that their grades for the previous semester have been approved and uploaded to Populi.	Office of the Registrar



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At the end of the academic year, students on the MBBS/MGHD program receive an unofficial PDF transcript detailing their grades and GPA for the academic year.	
At the end of the academic year, students on the MGHD program receive an official transcript with all grades and GPA for their program.	
All semester grades and GPAs are recorded in Office of the Registrar grades sheet	Office of the Registrar

### 2. GRADE PRIVACY AND DATA PROTECTION

Division grade sheets	Division admin assistant, Division Chair (MBBS) or Program Director (MGHD), Dean of School of Medicine and Health Sciences, DVC Academic and Research Affairs and Office of the Registrar
Master grades sheets for all academic programs	Office of the Registrar and DVC-Academic and Research Affairs

If Chairs or Directors would like to view grades outside of their Division/Program for purposes of student progression or standing, they must request this from the Office of the Registrar with reasoning.

### 3. USE OF POPULI

- Upon admission to UGHE, the Office of the Registrar ensures students are enrolled in the correct program and track (if applicable), are tagged correctly and UGHE email addresses added as students' primary email address.
- The Office of the Registrar oversees creating terms, creating courses, enrolling students, and uploading grades to Populi
- At the end of each semester, when grades have been approved, the Office of the Registrar will enrol students to courses that they have taken that semester and upload course grades provided by the department Administrative Assistant(s).

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**4. STUDENT ACCESS TO ACADEMIC RECORDS**

The following section of this policy details how students can access their academic records before and after graduation.

***Before graduation***

All students enrolled in an academic program at UGHE have access to Populi to view their grades.

Upon enrolment into their program, students receive an orientation to Populi from the Office of the Registrar. This orientation will include the how to navigate Populi, how to access grades, and the purposes of Populi.

Populi is not used as an LMS, and students will not find any course information or materials on Populi. They will only be able to view their completed courses and grades at the end of the semester. They will not be enrolled into their semester courses until the end of the semester.

The grades students view on Populi are not finalised and approved until they receive notification that the UGHE Academic Commission has approved their grades.

At the end of each academic year students on the MBBS/MGHD program will receive a PDF transcript. This transcript will include:

- Student ID number
- Modules taken by code number and name for each year in chronological order
- All grades obtained on the program so far
- All credits
- An explanatory note on the marking or grading system
- Term GPAs and cumulative GPA

This transcript will be provided to the students in PDF format via email from the Office of the Registrar. The transcript will include the UGHE stamp and the Dean of the School of



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Medicine signature. The issuing of the transcript indicates that all grades from the academic year and all preceding academic years are final and approved.

Before graduating, a student can request a Letter of Verification of Enrollment that shows the student is enrolled at UGHE, their grades so far, and the courses they are taking. This can be sent directly to the student, or to another institution or third party. Students must submit a formal request to the Office of the Registrar to obtain a Letter of Verification of Enrollment.

### ***Graduation and Academic Records***

Across all academic programs, upon graduation and when all tuition has been paid, all students will receive one diploma and 3 copies of their transcript.

Students may not receive their diploma or transcript until they have successfully completed their program, graduated and fulfilled all tuition fee or other service obligations such as Umusanzu. If a student has not completed their tuition payments or service obligations but has graduated, they may request a Letter of Verification of Enrollment.

The following describes the processes for obtaining academic records for students and graduates enrolled on different academic programs:

#### **1. For students enrolled in UGHE's Bachelor of Medicine, Bachelor of Surgery program:**

At the end of the MBBS / MGHD program, students will receive three copies each of two transcripts: one detailing the MBBS courses they have completed (undergraduate), and one detailing the MGHD courses (graduate).

Students will receive 2 diplomas: one for completion of the MBBS program, and one for completion of the MGHD.

The diploma and transcripts will be issued to students after completion of the Umusanzu agreement. Please see associated policy 'Umusanzu Policy' for more information about completing the Umusanzu agreement once the MBBS/MGHD program has been completed.



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The diplomas and transcripts will be prepared by the Office of the Registrar prior to the completion of the Umusanzu agreement, for use for generating medical licenses or any other administrative duties that require official documentation that students have successfully completed the MBBS/MGHD program. These documents will be kept by the Office of the Registrar until they are issued to students after successful completion of the Umusanzu agreement.

If students require academic records prior to completing the Umusanzu agreement, they can request a Letter of Verification of Enrollment.

### **2. For students enrolled in all other academic programs at UGHE:**

Students will receive 1 diploma or certificate and three copies of their official transcript upon graduation of their program. This official transcript will be printed on security paper and will include the UGHE seal. The Office of the Registrar will print and seal graduates' transcripts.

The diploma and transcripts will be issued at the graduation ceremony if the student has cleared all tuition fees before the ceremony.

### **3. For alumni who have graduated from any academic program at UGHE and fulfilled all tuition fees or service obligations:**

There are three ways academic records can be issued to those who have graduated from UGHE.

- a. *Alumni can request additional transcripts through Populi, using the transcript request system, or by emailing UGHE's Office of the Registrar*

Electronic transcripts can be sent to the individual or to the institution specified. This is at no cost. Official transcripts cannot be sent electronically.

Hard copy transcripts can be sent to the individual or to the institution specified. These are official transcripts bearing the seal and stamp of UGHE. For alumni in Rwanda, they can



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collect hard copy transcripts from the UGHE Kigali office. For alumni outside of Rwanda, they must pay for international tracked shipping through DHL.

*b. Institutions to which alumni have applied to can request transcripts directly from UGHE*

The request must pass through the UGHE Office of the Registrar.

As above, electronic unofficial transcripts can be sent directly to the institution.

If a hard copy is required, the alumni is responsible for paying for international tracked shipping through DHL if the transcript is to be sent to an institution outside of Rwanda.

For institutions in Rwanda, the alumni can pick up hard copy transcripts from the UGHE Kigali Office.

*c. Accrediting bodies or third parties can request transcripts directly from UGHE*

The request must pass through the UGHE Office of the Registrar.

As above, electronic unofficial transcripts can be sent directly to the accrediting body or third party requesting the transcript.

If a hard copy is required, the alumni is responsible for paying for international tracked shipping through DHL if the transcript is to be sent to an accrediting body or third party outside of Rwanda.

For those in Rwanda, the alumni can pick up hard copy transcripts from the UGHE Kigali Office.

### ***Transcript pick up and shipping***

In all the above cases, if hard copy transcripts are requested and will be sent outside of Rwanda, UGHE will ship the academic records in a sealed envelope via priority, registered mail. Students are responsible for paying postage and associated wire transfer fees and will be provided with both the USD amount and payment instructions upon submission of the



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formal request. The cost will be calculated with DHL depending on the destination and will be communicated to the individual via the UGHE Office of the Registrar. It is important to note that shipping costs and times may vary by region, and UGHE is not responsible for lost or damaged mail.

Hard copies of requested documents will be available for collection within five (5) business days from submission of the formal request. Please allow seven (7) business days from submission of the formal request for academic records to be shipped.

If a student desires to have a third party to pick up hard copy transcripts on their behalf, they must provide UGHE with a written, signed authorization letter, with the name of the individual who will pick up the documents included. This letter should be emailed to the Registrar. It is against the law to release transcripts to a third party without written permission, even if that person is related to the student.

Electronic unofficial transcripts will be sent within 3 business days after receiving the request. The student will receive notification once the transcript has been sent if it is sent to a third party or institution.

#### **4. For individuals who have dropped out of any academic program at UGHE:**

If students have dropped out or left an academic program at UGHE without completing the program, they are permitted to obtain a grade report which details the courses and credits they have achieved at UGHE.

This will be issued as a grade report using the standard Populi-generated grade report with the UGHE stamp. It will be issued electronically.

See the UGHE policy Academic Leave, Withdrawal and Resumption of Studies (AP-CE 4) for more information regarding withdrawal or dropping out.

#### **5. REPLACEMENT DEGREES, LETTERS OF GOOD STANDING AND OTHER RECOMMENDATION LETTERS**



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Replacement degrees can be issued at cost to students who have graduated from an academic program at UGHE. Students can make an enquiry to the Office of the Registrar.

Students enrolled in an academic program can request a letter of good standing or recommendation letter, at no cost, from the Office of the Registrar should they require it for job applications, applications for further study, etc.

### RESPONSIBILITY

The Office of the Registrar is responsible for developing and overseeing grade reporting, recording and posting procedures. The Office of the Registrar holds overall responsibility for all academic records at UGHE.

All feedback, questions, and requests related to academic records must be directed to the Office of the Registrar ([registrar@ughe.org](mailto:registrar@ughe.org)).

### REVISION/REPLACING

This policy shall be subject to review in **five** years (01/11/2029).

### EFFECTIVE DATE OF THE IMPLEMENTATION OF THE POLICY

This policy shall come into effect on the date of its approval by the Academic Commission of the University of Global Health Equity.

**Approved by:**

**Date:** 07/11/2024



**Professor Abebe Bekele, MD, FCS, FACS, MAMSE**

Professor of Surgery

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