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## Directory of Records – General

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### Office - Counselling Services

<b>Description of the Mandate and Function:</b>
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Provide career and educational planning, as well as learner support for registered students, prospective students, and staff.
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<b>General Classes or Types of Information:</b>
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Counselling session notes and appointment details.
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<b>PIB Titles:</b>
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Office of the Vice President, Academic - Counselling Services - HEAT (Call Tracking System)
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<b>Copies of Records Located:</b>
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Within HEAT system, e-mail messages sent to us in error are redirected to appropriate service area. All other records are considered confidential and therefore not shared.
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<b>Policy &amp; Procedure Manuals, Guidelines, Handbooks, Etc.:</b>
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Counselling Services website and Athabasca University and nas share.
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<b>Remarks:</b>
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