Managing Student Records

UW Records Management Services
Admissions
Advising
Instruction
Administration
Post-Graduation

That’s a lot of records!
How do you know what to keep and when to delete?
How do you know what to **keep** and what to **delete**?

**Identify** ➔ **Apply**
Identify – Transitory or Substantive?

**Transitory**
- Directional or generic information
- Duplicated from original source
- **Delete** when no longer needed

**Substantive**
- Relied upon legally or financially
- Informs decision making
- **Retain** as per the retention schedule
Examples of **Transitory** Records Requests for Information

- Can I audit this class?
- What time is our meeting?
- When is the paper due?
- How do I submit an application?
- When is the deadline?
- Can you send me the syllabus?
- How do I ask for an accommodation?
- What are your office hours?
More Examples of *Transitory* Records

<table>
<thead>
<tr>
<th>Reports from databases</th>
<th>E-mails that contain attachments*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Invites &amp; Notifications</td>
<td>Information copied from a website</td>
</tr>
<tr>
<td>Drafts and Document Errors</td>
<td>Duplicates</td>
</tr>
</tbody>
</table>

*Delete the e-mail that contains the attachment *after* saving the attachment*
Examples of **Substantive** Records
Identify – Transitory or Substantive?

**Transitory**
- Directional or generic information
- Duplicated from original source
- **Delete** when no longer needed

**Substantive**
- Relied upon legally or financially
- Informs decision making
- **Retain** as per the retention schedule
A Retention Schedule...

- Identifies and describes each type of record created and received by the UW community
- Specifies **how long that record must be retained** before it can be destroyed
- Applies to **ALL** records – paper and electronic – including email, databases, content management systems, social media posts, etc.
Apply the Retention Schedule!

University Retention Schedules

- The UW General Records Retention Schedule is organized by sections: http://finance.uw.edu/recmgt/gs/

- Student and Curriculum Records Section: http://finance.uw.edu/recmgt/gs/student

- Offices that create unique records use a Department Schedule: http://finance.uw.edu/recmgt/depts
Keep in mind...

There are many student records that you may not need to manage:

- The Registrar manages Transcripts
- UW Advancement collects and monitors information about students after they graduate
- Printouts/reports from databases are duplicates and don’t need to be retained
- Determine your responsibility: [http://finance.uw.edu/recmgt/gs/student](http://finance.uw.edu/recmgt/gs/student)

What a relief...
Managing Student Records

Example Workflows
Directional Questions

Student e-mails asking “When is the paper due?”

Instructor replies “February 10th”

Delete the E-mail
Advising Files

Advisor Creates Advising Folder for Student

Retention Begins with Graduation or Last Contact

Correspondence and Notes Filed in Folder

Shred / Delete after one year
Former Students

Create a Tickler File for your former students

Shred/Delete Reference Letter after 1 calendar year

Former student requests a Reference Letter

Shred/Delete Tickler File after reference purpose is served
Petitions and Wavers

1. Student Submits Request
2. University Makes Decision
3. Retention Begins with Graduation or Last Contact
4. Shred / Delete after 6 years
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Speaking of petitions and waivers...
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What about student conflicts?
What are considered conflicts?

- Complaints about instructor or fellow student
- Disciplinary issues
- Grade appeal process
- Conduct issues
What are considered conflicts?

- As soon as an issue arises...
- Move all correspondence with student into an email folder labeled with their name
- If exonerated, delete immediately
When conflict turns into an investigation...

- Investigation
- Results
  - Exoneration
    - Delete/Shred IMMEDIATELY
  - Disciplinary Action
    - Retain for 7 years after disciplinary action taken
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So many e-mails...
How do you manage all of these e-mails?

Manage E-mail as you go

- Delete transitory e-mails when their reference purpose has been served
- Manage substantive e-mails by folder
  - Create and label folders using student’s name and graduation date
  - Move e-mails out of inbox and into folders immediately after responding
  - Delete entire folder when retention is met
How do you manage all of these e-mails?

Manage E-mail as you go

- Save attachments to appropriate location - then delete the e-mail
- Regularly review and delete items in the Deleted Items folder
- Use Outlook tools such as Rules, Policies, Follow Up, and Categories
Outlook E-mail Management Tools

**Folders**
File e-mails by student name, year, or event to keep track of records.

**Rules and Alerts**
Use rules to automatically move e-mails to folders based on subject, sender, or keywords.

Alerts create sounds or pop-ups when a new e-mail is received that meets your set criteria.
Outlook E-mail Management Tools

**Categories**
Create your own color-coded categories for e-mails and calendar items, which can be assigned using keyboard shortcuts

**Follow Up**
Use Follow Up to ensure that you reply to important e-mails in a timely manner. You also have the option of setting reminders and marking e-mails after replying.

View more e-mail tips and tutorials on our website: [http://f2.washington.edu/fm/recmgt/erecords/email](http://f2.washington.edu/fm/recmgt/erecords/email)
Questions?

Let’s hear them!
Contact Us

Barbara Benson  
bbenson@uw.edu  
543-7950

Cara Ball  
ballc2@uw.edu  
543-6512

Michael Mooney  
mmooney@uw.edu  
543-6190

Anna Sgarlato  
annasgar@uw.edu  
543-0573

Our Website: http://finance.uw.edu/recmgt  
General Inquiries: urc@uw.edu