

The background is a dark green chalkboard with various white chalk sketches. On the left, there's a large sketch of a microscope. Above it, a globe of the Earth is drawn. Below the microscope, there are sketches of books and papers. On the right side, there are sketches of a percentage sign, an exclamation mark, and a right-angle symbol. The overall theme is educational and academic.

# Managing Student Records

UW Records Management Services



Admissions  
Advising  
Instruction  
Administration  
Post-Graduation

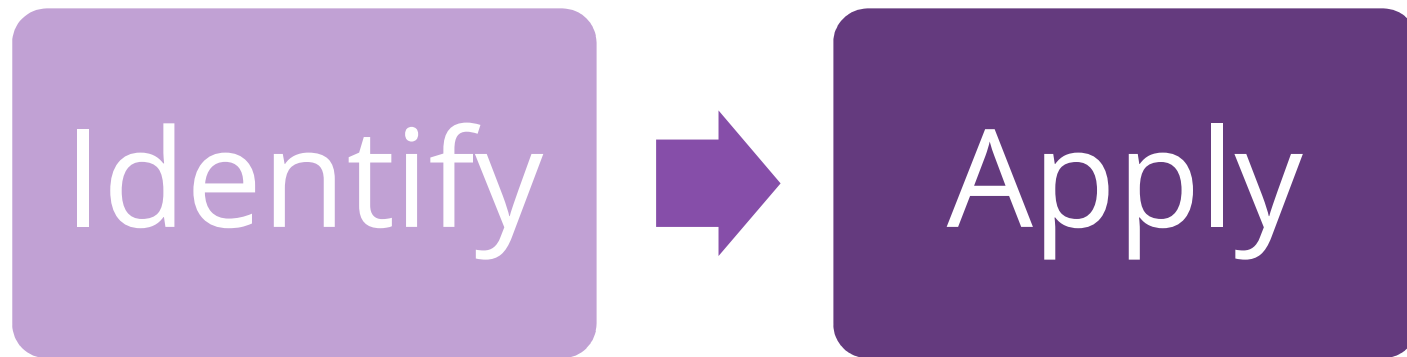
That's a lot of records!



Admissions  
Advising  
Instruction  
Administration  
Post-Graduation

How do you know what to  
**keep** and when to **delete**?

How do you know what to **keep** and what to **delete**?



## Identify – Transitory or Substantive?

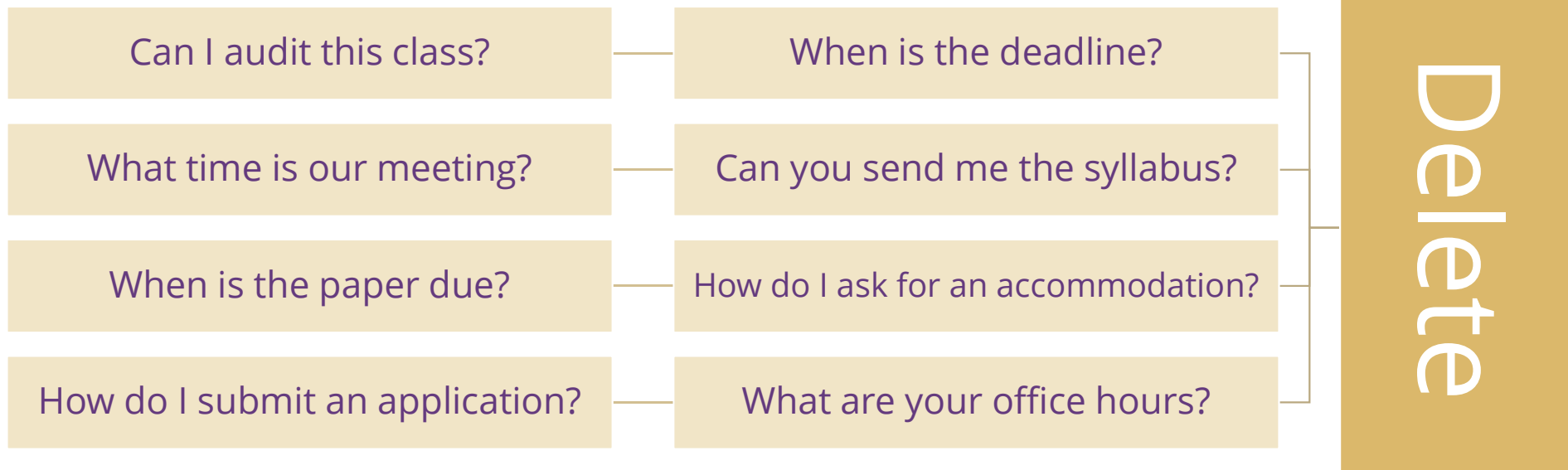
### Transitory

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

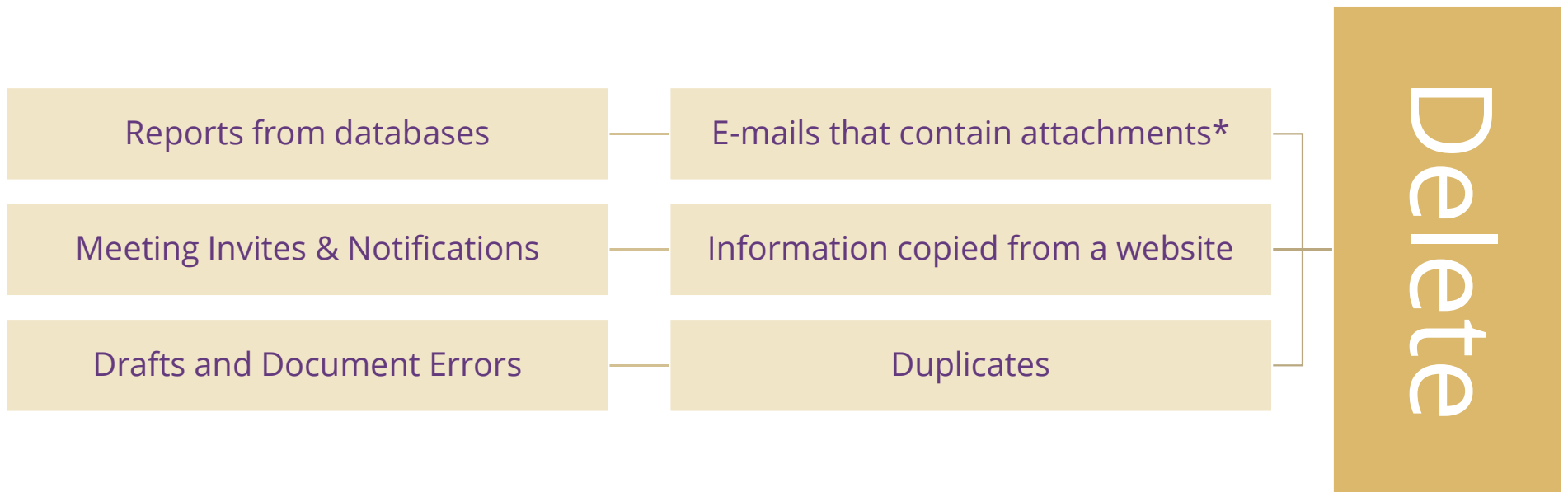
### Substantive

- Relied upon legally or financially
- Informs decision making
- **Retain** as per the retention schedule

# Examples of **Transitory** Records Requests for Information

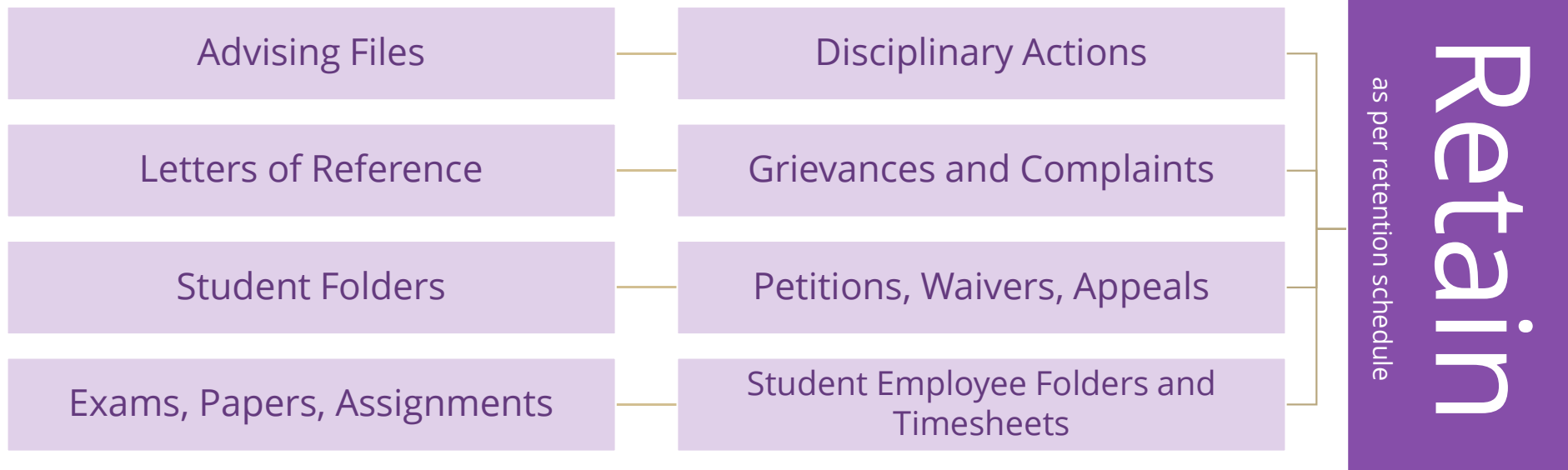


# More Examples of **Transitory** Records



\*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

# Apply 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...



*What a relief...*

## 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>



# Managing Student Records

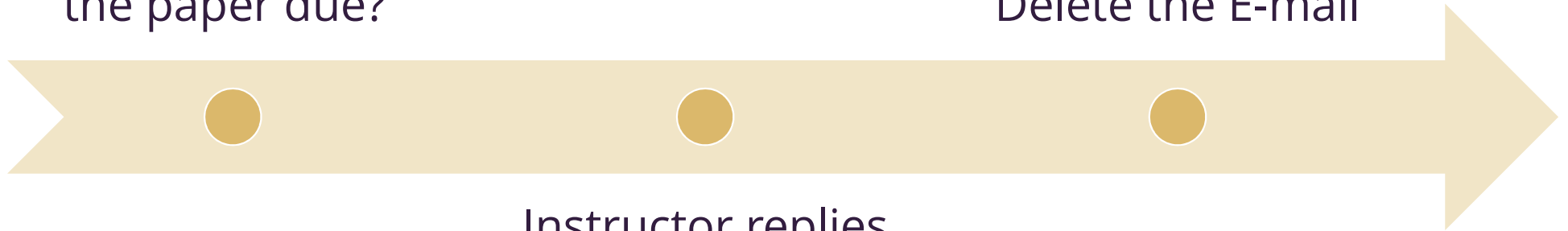
Example Workflows

# Directional Questions

Student e-mails asking "When is the paper due?"

Delete the E-mail

Instructor replies "February 10th"



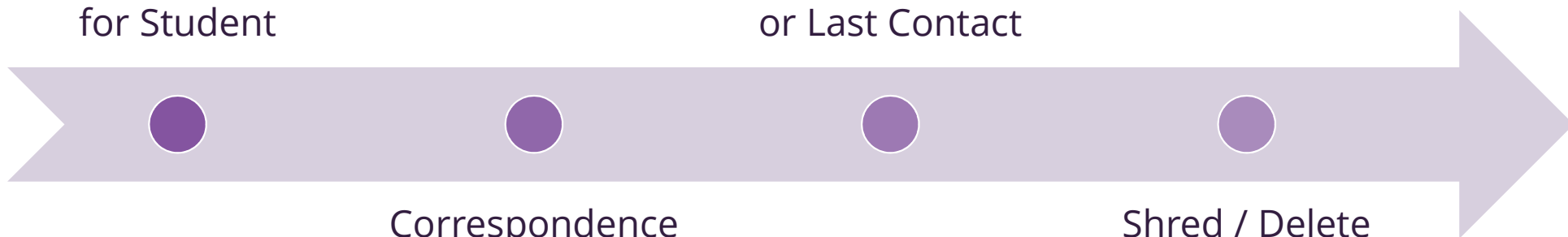
# Advising Files

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

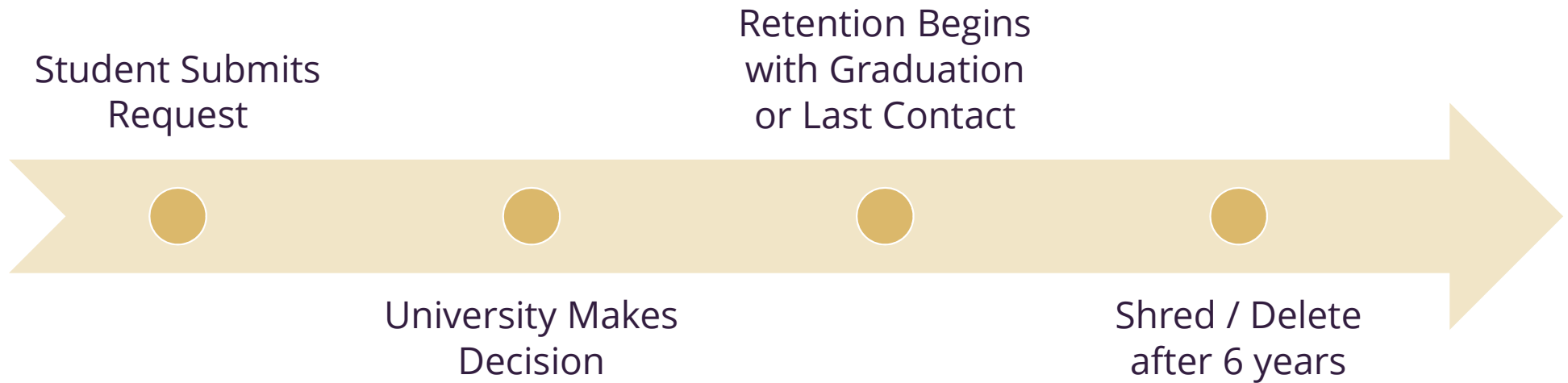
Shred/Delete **Reference Letter** after 1 calendar year

Former student requests a **Reference Letter**

Shred/Delete **Tickler File** after reference purpose is served



# Petitions and Wavers





# Managing Student Records

Speaking of petitions and waivers...



# Managing Student Records

What about student conflicts?

# What are considered conflicts?



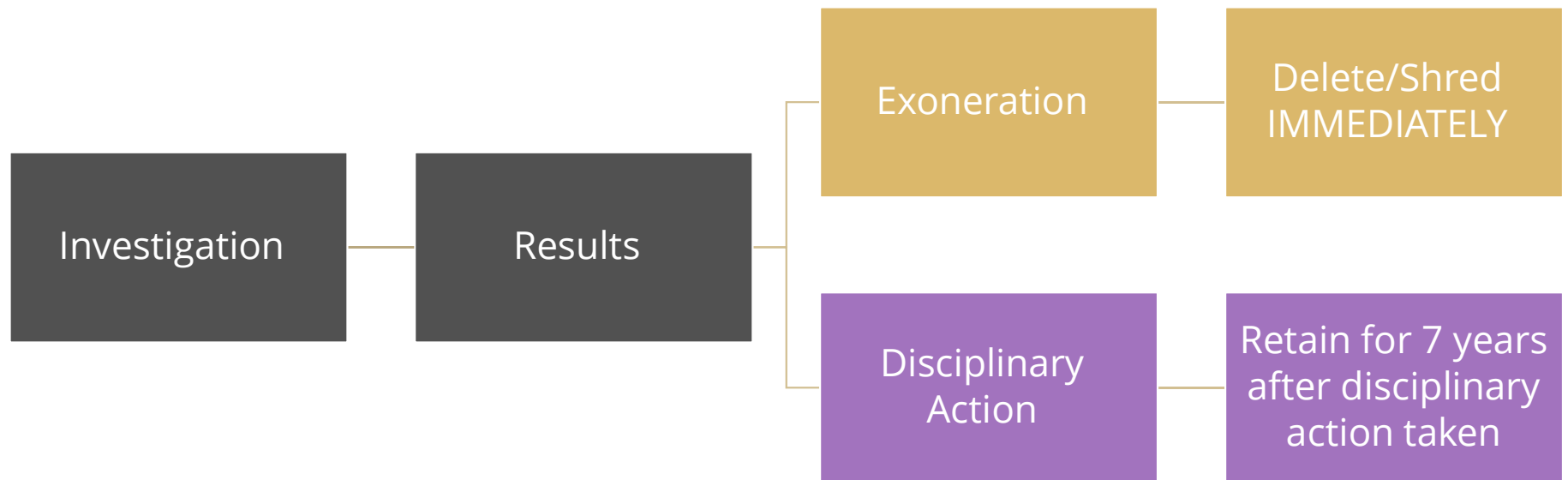
- Complaints about instructor or fellow student
- Disciplinary issues
- Grade appeal process
- Conduct issues

# 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...





# Managing Student Records

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



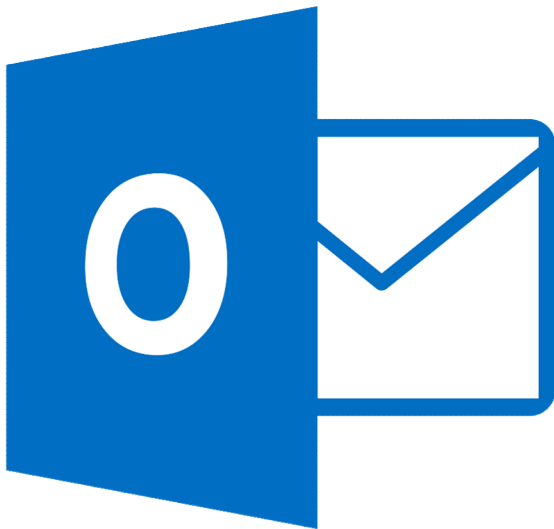
# How do you manage all of these e-mails?



## **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**

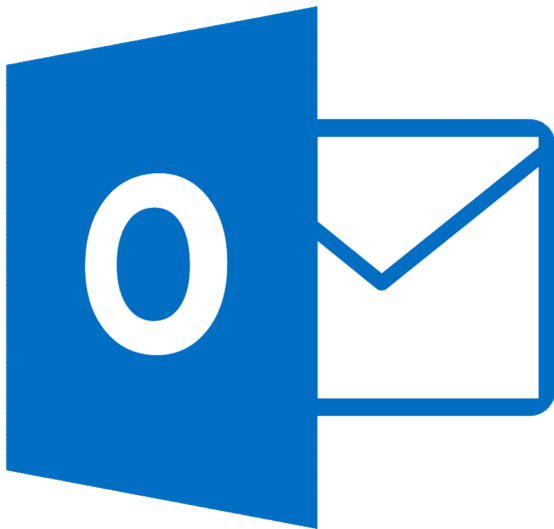
File e-mails by student name, year, or event to keep track of records.

## **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>



**Questions?**

Let's hear them!

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