



Records Management at Coastal Carolina University

Office of
Institutional Research,
Assessment and Analysis

Records Management at CCU

- Records Management 101: What is it?
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Records Management 101:

What is it?

- The application of management techniques to control the creation, organization, use, retention, disposal, and selective preservation of public records, regardless of media.

For South Carolina State Institutions such as Coastal Carolina University, Records Management ensures that the final disposition of administrative and academic records is in compliance with the South Carolina [Public Records Act](#) (S.C. Code §§ 30-1-10 to 30-1-140).

What constitutes a public record?

According to the South Carolina [Public Records Act](#) (S.C. Code §§ 30-1-10 to 30-1-140) and [Freedom of Information Act](#) (S.C. Code §§ 30-4-10 to 30-4-165):

Public Records are defined as "all books, papers, maps, photographs, cards, tapes, recordings, or other documentary materials regardless of physical form or characteristics, that are prepared, owned, used, in the possession of, or retained by a public body."

This definition includes materials such as paper, microfilm, electronic records (such as computer disks or OnBase Records), maps, photographs, films, sound recordings, etc.

The role of Institutional Research, Assessment and Analysis

Coastal Carolina University's Office of Institutional Research, Assessment and Analysis (IRAA) is responsible for overseeing the management of records that document university functions, policies, procedures, and decisions in order to protect the legal and financial rights of the university and the State of South Carolina.

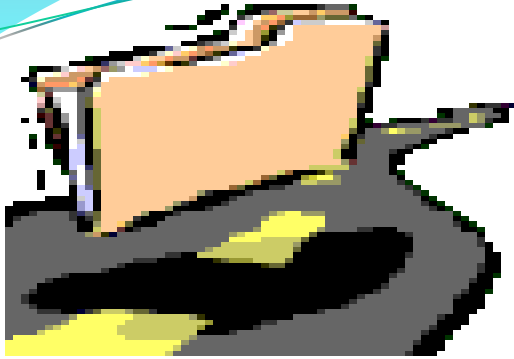
IRAA Services

To ensure university records are properly maintained, IRAA:

- assists departments and administrative offices in identifying and standardizing records retention/disposition practices.
- oversees departmental adherence to approved records management policies and procedures in order to ensure compliance with the South Carolina [Public Records Act](#) (S.C. Code §§ 30-1-10 to 30-1-140).
- promotes a systematic and uniform disposition of the university's official records.
- Manage the University Records Center

University Records Center

- Located in Atlantic Hall, the University Records Center is a secure, climate controlled warehouse for storage of official University records.
- The Records Center houses records from Human Resources and Equal Opportunity, Registrar's Office, Athletics and other offices on campus.



Why do I need to know about Records Management?

- Records are **everybody's business**: anyone who creates, files, maintains, or disposes of records is managing records.
- It is your **responsibility** to protect the records you control.
- Using good records management practices to handle records **saves time and money, physical and electronic storage space, and improves access to information.**

Basic Terms and Concepts

- Records Retention Schedule:

A document that identifies the length of time a record series must be retained in active and inactive storage before its final disposition to the state archives, permanent storage, or destruction.

- Record Series:

A group of identical or related records that normally are used or filed together.

Basic Terms and Concepts

- Retention period:

The period of time during which records must be kept before they may be disposed of, usually expressed in years or contingent upon an event such as "end of fiscal year."

- Custom Schedule:

A new record series that is created by the Records Officer when the record does not fall under another record series in the General Retention Schedule.

- Disposition:

Any action taken regarding a record after it is created or received by an agency. Final Disposition is the final treatment of the record whereby it will be either archived and preserved or destroyed.

Best Practices for Records Management

- Keep appropriate amount of information for the appropriate length of time
- Meet all legal requirements
- Control storage costs
- Demonstrate good faith through consistent implementation
- Protect official records
- Produce information quickly and efficiently
- Integrate policies/procedures university-wide
- Establish ownership and accountability
- Promote ongoing university-wide training
- Exercise compliance controls

How do I handle the records I keep?

- File records according to a logical and consistent plan.
- Become familiar with the record series of the department; the *General Records Retention Schedule* will show how long records must be kept.
- Help educate others about records management.
- Work with IRAA to maintain compliance with state guidelines and to keep informed.
- When in doubt about the disposition of a record, contact the IRAA **FIRST!**



Why don't I retain all of my records?

- Storing unnecessary information can be costly.
- Storing records after they are no longer useful is a waste of storage space and maintenance effort.
- Keeping an ever-growing volume of records makes it difficult to locate official files as needed.
- There are liability issues in retaining outdated and insignificant records.



How long must I keep an official record?

It depends on the Record Series it belongs to:

- The *General Records Retention Schedule* lists all record series by **type** and explains **how long** they must be kept.
- Custom schedules that are created by the University also list record series information.

HINT: Storing records by record series and by date makes it easier to know which records are available for destruction so approval may be requested.

What if I am not sure?

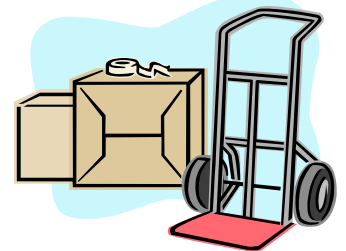
- When there is any doubt whether a document is an official university record, it should not be disposed of without authorization!

Always contact the Office of Institutional Research, Assessment and Analysis to verify the destruction of any record!



How to send records to the Records Center

1. Records stored in the University Records Center must be boxed in a small banker box. To obtain the appropriate box, contact Kim Singleton with the number of boxes needed. The boxes will be supplied.
2. Complete the box label and place it inside the box. Please do not mark the outside of the box at all.
3. Submit a work request for Facilities to move the box(es) to the Records Center stating that Kim Singleton must be contacted for access to the room.
4. Once at the Records Center, a permanent label will be affixed to the front of each box and is added to the database before being shelved.



How do I destroy records?

- Authorization for the destruction of all official records must be obtained prior to destruction of any records. An audit, open records request, or litigation could require those records to be kept until resolution.
- If you have any questions, contact the Office of Institutional Research, Assessment and Analysis:

Kim Singleton

*Office of Institutional Research,
Assessment and Analysis*

Ext. 6599

rsinglet@coastal.edu



Steps for Destruction of Records

1. Determine the records that need to be destroyed.
 - This can be records that have met retention or paper records that have been stored electronically.
2. Send an e-mail to Kim Singleton with the following information:
 - Detail **what records** are ready for destruction (e.g. student records or personnel files)
 - Include information for **inclusive years** (e.g. January 2020 – March 2021)
 - List **how much** needs to be destroyed (e.g. 1 paper box, 4 legal filing cabinet drawers)
3. The destruction form will be e-mailed to the requester. Once received, the records may be destroyed.

Steps for Destruction of Records

4. Once destruction occurs, fill in the date of destruction on the form.
5. The director/chair of the department will sign the form at Department Signature. Do not sign the form on the Record Officer's signature line.
6. Send the original, signed form back to the Office of Institutional Research, Assessment and Analysis, SNGL 233.

What happens if files are destroyed without authorization?

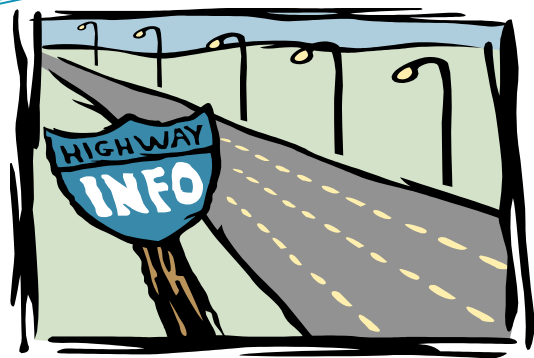
- There are legal implications associated with destroying records without authorization as well as with keeping records when not required.

***You** are responsible for seeking assistance and making correct decisions regarding the records in your custody. Consult the [Office of Institutional Research, Assessment and Analysis](#) to determine proper destruction timelines.*



Electronic Records: Proper Care and Handling

- Any records created, generated, sent, communicated, received or stored by electronic means are also subject to records retention schedules. When in doubt, contact IRAA!
- When destruction of paper records happen, electronic records should be destroyed as well.



IRAA Contact Information

Holly Legg

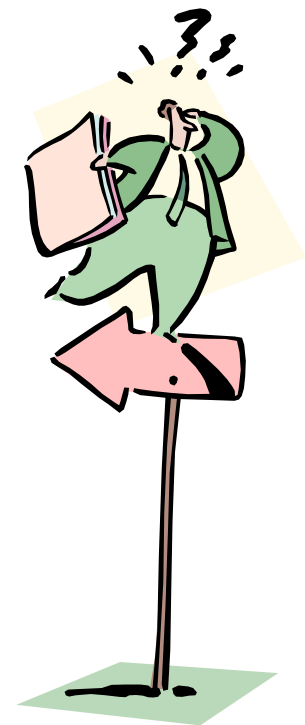
Director

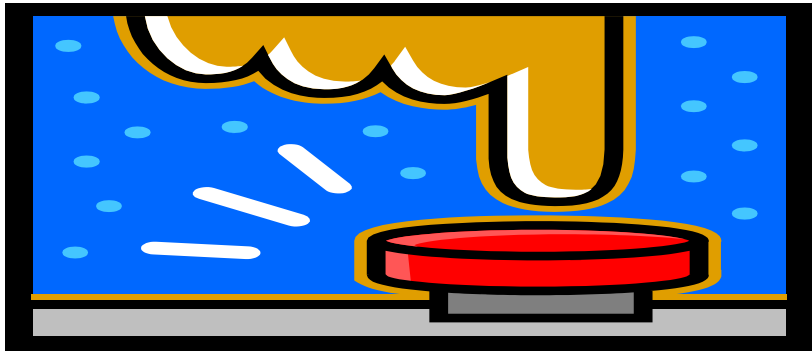
ext. 2994, e-mail hlegg@coastal.edu

Kim Singleton

Institutional Research Analyst

ext. 6599, e-mail rsinglet@coastal.edu





Resources

Institutional Research, Assessment and Analysis [Records Management Website](#)

South Carolina [Public Records Act](#)

South Carolina [Freedom of Information Act](#)

South Carolina Department of Archives and History:

- [Records Management](#)
- [Electronic Records Management Guidelines](#)
- [E-mail Management \(PDF file\)](#)
- [General Records Retention Schedules for College and Universities](#)