RECORDS RETENTION AND MANAGEMENT BASICS

What you need to know

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WHAT YOU NEED TO KNOW

- Define and identify records and state records
- Discuss records management programs and record life cycle
- Briefly review regulations
- Explain retention schedule
- Review forms and procedures at A&M-Corpus Christi

Records management is knowing what you have, where you have it and how long you have to keep it.

RECORDS ARE EVERYBODY'S BUSINESS

Records are retained because of various needs...

- Administrative
- Financial
- Legal
- Historical



WHAT IS RECORDS MANAGEMENT?

Records management is the application of management techniques to the...

- Creation
- Use
- Maintenance
- Retention

of state records.

Records management also supports...

- Ensuring access to public information
- Reducing costs



WHAT IS A RECORD?

- The definition used by the Texas A&M System is "any written, photographic, machine-readable, or other recorded information created or received by or on behalf of the university that documents the activities of the organization."
- Records include books, letters, documents, printouts, photographs, film, tape, microfiche, photostats, sound recordings, maps, drawings, and a voice, data, or video representation held in computer memory.

















DEFINITIONS OF RECORD TYPES

- **State Record:** Any written, photographic, or other recorded information created or received by or on behalf of a state agency . . . that documents activities in the conduct of the state business or the use of public resources.
- Copies of Record: The official state record kept on file as the original or master copy and maintained by the institution for the total retention period. These records are subject to the retention schedule and must be disposed of in a timely manner according to the retention schedule. Failure to do so results in non-compliance. Copies of record require approval prior to destruction or disposition.
- Convenience Copies: All other copies of the copy of record that were created for convenience, reference, or research. Convenience copies can be destroyed at any time but must be destroyed by the end of the retention period. They cannot be kept longer than the record copies. If a convenience copy is kept longer than the record copy it becomes a copy of record and results in non-compliance.
- Transitory Records: Records that have temporary usefulness and are needed only for a limited time for the completion of a particular action. These records are not essential to the documentation of an agency's functions, they are not a part of any record series, and they are not listed in the Records Retention Schedule. These records can be disposed of without approval. Examples include telephone messages, internal meeting notices, draft documents, etc.
- Inactive Records: Records that are referred to infrequently but must be maintained until the retention period is over.
- Active Records: Records that are needed to perform current operations or duties. They are accessed frequently and should be near the user.

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WHAT ABOUT ELECTRONIC RECORDS?



- Electronic records should be managed exactly the same way you manage your paper files.
- Emails received on office computers fall under the definition of state record and must be treated as such according to the **content** of the email and based on the requirements of the retention schedule.

BACK TO E-MAIL

What Do I Need to Keep?

Ask yourself these three questions:

1. Is this a record?

2. Is it related to my job?

3. Am I the Custodian?

These e-mails are NOT records:

- · Personal e-mail
- Courtesy Copies (CC's)
- Unsolicited e-mail
- Convenience Copies
- Spam

If the content is NOT related to your job:

- · Delete the e-mail
- Forward the e-mail

If you are the NOT custodian:

- Forward the e-mail to your manager
- Delete the e-mail

If you ARE the custodian:

Keep and File the e-mail

ARCHIVAL STATE RECORD

- A state record of enduring value that will be preserved on a continuing basis for posterity. Examples include historical documents like university yearbooks, commencement programs, etc.
- See TAMU-CC procedure <u>61.99.01.Co.01</u>: Collection of Archival State Records



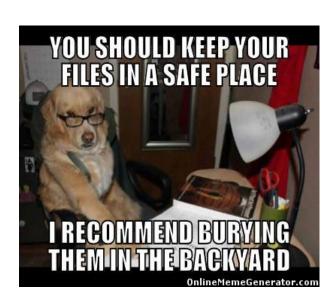
RECORDS MANAGEMENT IS MORE THAN FILING PAPERWORK

The objectives of a records management program include

- Improved efficiency
- Identification and protection of confidential records
- Identification and protection of vital state records
- Preservation and protection of historical records for archival purposes
- Proper management of state records for efficient retrieval and disposal

The benefits of a records management program include

- Compliance with legal requirements
- Avoidance of adverse consequences during litigation, investigation or audit
- Increases in efficient use of resources.
- Protection, control and maintenance of state records
- Easy and accurate access to state records for open records requests
- Enhanced business continuity



LEGAL HOLD

• A legal hold is a process to ensure that records are not destroyed of altered while a lawsuit or similar event is pending



RECORD RETENTION CAUTION

- A state record whose retention period has expired may not be destroyed if any litigation, claim, negotiation, audit, public information request, administrative review, or other action involving the record is initiated; its destruction shall not occur until the completion of action and the resolution of all issues that arise from it.
- A state record whose retention period expires during any litigation, claim, negotiation, audit, public information request, administrative review, or other action involving the record may not be destroyed until the completion of the action and the resolution of all issues that arise from it.

RELEVANT REGULATIONS

TEXAS GOVERNMENT CODE

Chapter 441. Libraries and Archives

Subchapter L. Preservations and Management of State Records and Other Historical Resources

TEXAS ADMINISTRATIVE CODE

<u>Title 13</u>. Cultural Resources

Part 1. Texas State Library and Archives Commission

Chapter 6. State Records

Subchapter A. Records Retention Scheduling

Subchapter B. Microfilming Standards and Procedures for State Agencies

Subchapter C. Standards and Procedures for Management of Electronic Records

TEXAS PENAL CODE

Section 37.10. Tampering with Governmental Record

- (a) A person commits an offense if he:
 - (1) knowingly makes a false entry in, or false alteration of, a governmental record;
 - (2) makes, presents, or uses any record, document, or thing with knowledge of its falsity and with intent that it be taken as a genuine governmental record;
 - (3) intentionally destroys, conceals, removes, or otherwise impairs the verity, legibility, or availability of a governmental record;
 - (4) possesses, sells, or offers to sell a governmental record or a blank governmental record form with intent that it be used unlawfully;
 - (5) makes, presents, or uses a governmental record with knowledge of its falsity; or
 - (6) possesses, sells, or offers to sell a governmental record or a blank governmental record form with knowledge that it was obtained unlawfully.

System Records Retention Schedule

Texas A&M System Regulation 61.99.01 Retention of State Records

- Statement: "The Texas A&M University System (system) will maintain an active and continuing state records management program in compliance with federal and state law."
- Reason: "The system recognizes the need for all members to manage and retain state records according to The Texas A&M University System Records Retention Schedule (Schedule) an applicable law."



System Records Retention Schedule

Texas A&M System Regulation 61.99.01 Retention of State Records

- 1.4.3 Each system member's records retention procedures must require that state records may not be destroyed or otherwise disposed of unless approved in writing by the records officer or designee using that system member's records destruction form.
- 2.2 State records listed on the Schedule cannot be destroyed until the designated retention period has expired and the system member records officer or designee has approved the destruction pursuant to this regulation and member procedures.
- Transitory information may be destroyed when the purpose of the record has been fulfilled and the records officer or designee is not required to approve such destruction.



Texas A&M University System Records Retention Schedule

- Recertified every 3 years by the Texas State Library and Archives Commission
 - Last revision was August 2024
- Applies to the entire TAMU System
- Grouped into 7 records series
 - Administration records
 - Electronic data processing records
 - Personnel records
 - Fiscal records
 - Support services records
 - Student records
 - Agency program records

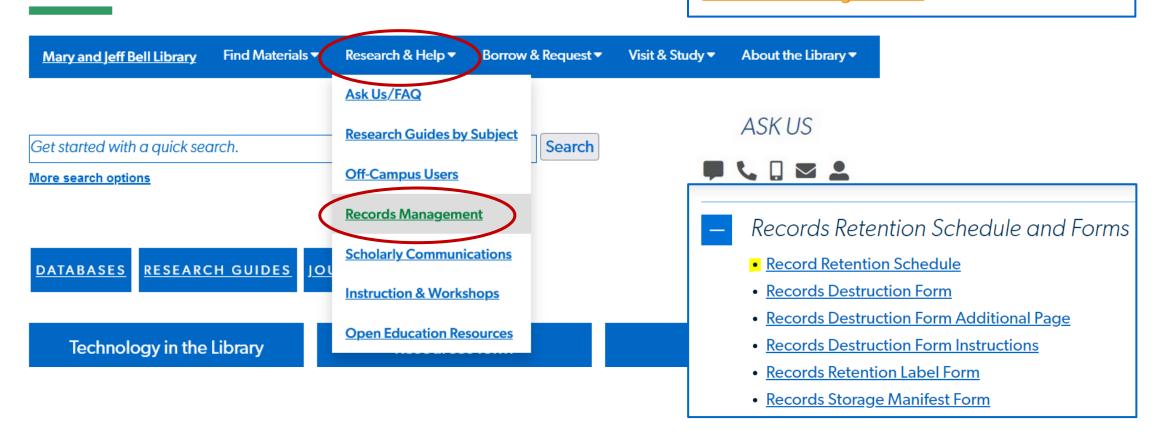
Records Retention Schedule

Locating the Records Retention Schedule

Mary and Jeff Bell Library

Records Management webpage:

https://www.tamucc.edu/library/research/records-management/





STATE OF TEXAS Records Retention Schedule

Retention Codes (field 7)

AC – See field 9 for specific records series definition

AV – Administratively valuable CE – Calendar year end LA – Life of Asset PM – Permanent US – Until Superseded

FE - Fiscal year end

Archival Codes (Field 10)

A/I – Transfer to State/University Archivist R/O – Review by State/University Archivist E – Exempt from archival review and transfer

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REV. 2021-07

SLR 105

Texas A&M System Records Retention Schedule (8th Recert., Amend. 1, etf. 08/30/2021)

1. Agency Coo			2. Agency Name: Texas A&M System Office								
3.	4.	5.	6.		8. Retent	tion Per	iod	9.		11.	12.
Agency Item No.	Record Series Item No.	Record Series Title	Description	7. Ret. Code	Years	Months	Days	AC Definition	10. Archival	Remarks	Legal Citations
01.100.10	1.1.002	Audits	Audits and reviews performed by or on behalf of an agency, including the working papers that support the audit. Also includes audits performed on the agency audits	AC	7			AC=Publication or release of final audit findings.		The State Auditor's Office retains any copies of its audits performed on Texas state agencies.	
01.100.20		Compliance Program Records	Records documenting TAMUS/System Member compliance activities.	AC				AC=Retain the longer of applicable federal or state laws or regulations, TAMUS requirements, or administrative value.		Note: This applies to compliance program records not covered by another records series.	
01.100.30		Civil Rights Complaint Records	Records related to the receipt, investigation, and resolution of a complaint alleging the violation of an individual's civil rights.	AC	3			AC=Final disposition of the complaint or longer as required by state or federal law.		Note: Employee or student disciplinary records arising from the complaint should be retained in accordance with the applicable retention periods (for employees, see Agency Item Nos. 03.109.10 or 03.110.10; for students, see Agency Item No. 06.218.10). This item also does not include a complaint filed with an external enforcement agency, follow Item No. 1.1.048.	



THE TEXAS A&M UNIVERSITY SYSTEM Records Retention Schedule

Retention Codes (Field 7)

AC – See field 9 for specific records series definition

AV – Administratively valuable

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Texas A&M System Records Retention Schedule (9th Recert., eff. 08/26/2024)

1. Agency Code: 710 2. Agency Na		2. Agency Name: Texas A&M System Office									
3.	4.	5.	6.		Retent	tion Pe	riod	9.		11.	12.
Agency Item No. 01.100.10		Audits	Description Audits and reviews performed by or on	O 7. Ref. Code	7 Years	Months	Days	AC Definition AC = Publication or release of	10. Archival	Remarks The State Auditor's Office (SAO)	Legal Citations
			behalf of an agency, including the working papers that support the audit. Also includes audits performed on the agency.					final audit findings.		retains any copies of its audits performed on Texas state agencies. See RSIN 5.4.018 and 5.4.019 for Audit Plan records.	
01.100.20	1	Records	Records related to the receipt, investigation, and resolution of a complaint alleging the violation of an individual's civil rights.	AC				AC = Retain the longer of applicable federal or state laws or regulations, TAMUS requirements, or administrative value.		Note: This applies to compliance program records not covered by another records series.	
01.100.30		Complaints	Records related to the receipt, investigation, and resolution of a complaint alleging the violation of an individual's civil rights.	AC	3			AC = Final disposition of the complaint or longer as required by state or federal law.		Note: See RSIN 15.5.010 for Title IX Complaint records and AIN 03.107.10 for employee grievance records (non-civil rights). Employee or student disciplinary records arising from the complaint should be retained in accordance with the applicable retention periods (for employees, see 03.109.10 or 03.110.10; for students, see 06.218.10). This item also does not include a complaint filed with an external enforcement agency, follow RSIN 1.1.048.	

Before

01.100.30	Civil Rights Complaint	Records related to the receipt,		AC	3		AC=Final disposition of the	Note: Employee or student	\neg
	Records	investigation, and resolution of a				1	complaint or longer as required	disciplinary records arising from	
1		complaint alleging the violation of an		l		l	by state or federal law.	the complaint should be retained in	
		individual's civil rights.		l		l		accordance with the applicable	- 1
				l		l		retention periods (for employees,	- 1
1				l		l		see Agency Item Nos. 03.109.10 or	
				l		l		03.110.10; for students, see Agency	
1				l		l		Item No. 06.218.10). This item also	
				l		l		does not include a complaint filed	
1				l		l		with an external enforcement	
								agency, follow Item No. 1.1.048.	

After

C	1.100.30		Civil Rights Complaint	Records related to the receipt,	AC	3	D	AC = Final disposition of the	Note: See RSIN 15.5.010 for Title IX		l
			Records-Other than Title IX	investigation, and resolution of a			1	complaint or longer as required	Complaint records and AIN		l
			Complaints	complaint alleging the violation of an			1	by state or federal law.	03.107.10 for employee grievance		l
				individual's civil rights.			1		records (non-civil rights). Employee		l
							1		or student disciplinary records		l
							1		arising from the complaint should		l
							1		be retained in accordance with the		l
							1		applicable retention periods (for		l
							1		employees, see 03.109.10 or		l
							1		03.110.10; for students, see		l
							1		06.218.10). This item also does not		l
							1		include a complaint filed with an		l
							1		external enforcement agency,		l
							1		follow RSIN 1.1.048.		l
							1				l
L											
C	1.100.31	15.5.01	Title IX Complaints	Title IX complaints, investigations, and	AC	7		AC = Final resolution of issue		34 CFR 106.45(b)(10).	l
		0		determination of responsibility, including			1	and appeals.			l
				informal resolution or appeal.							ı
L											



THE TEXAS A&M UNIVERSITY SYSTEM Records Retention Schedule

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1. Agency (Agency Code: 710 2. Agency Name: Texas A&M System Office												
3.	4.	5.	6.	a	8. Retent	ion Peri	od	9.	_	11.	12.		
Agency	Record Series			Ret. Code	Years	Months	Days		. Archiva				
	Item No.	Record Series Title	Description	7.		_		Ac perinition	10	Remarks	Legal Citations		
06.040.10	15.2.01 1	Faculty Grade Book	Faculty grade books showing students' performance in the course and work completed. Includes grade sheets and other materials that permit a reconstruction of a student's graded	AC				AC = Expiration of grade appeal period.		Formerly 01.406.10 See RSIN 15.2.012 for official Registrar copies of grades.			
			performance in a course.										
	6	Standardized Test Administration Records	Records of the services rendered to clients for standardized tests and admissions exams for partner organizations, such as SAT, ACT, GRE, MCAT, PCAT, GMAT, NTE, VCAT, and TOEFL. May include but not limited to: testing rules and regulations; rosters of test takers; seating charts; and supervisors' reports.					AC = End of testing period.		CAUTION: Testing centers must retain records of testing according to the procedures and requirements established by the contracting organization. CAUTION: This series does not include test scores. See RSIN 4.1.009 for testing payment vouchers.			
06.060.10	l	Residency Affidavits and Documentation	Affidavits and declarations filed by students regarding state residence status which is critical for determining tuition status.	AC	3			AC = Graduation, or date of last attendance.		See RSIN 15.1.002 for residency classification forms submitted by applicants who did not enroll.	Texas Education Code, 54.052.		

RECORDS DISPOSAL



RECORDS DESTRUCTION

- Records that require shredding
 - Financial records with account numbers, credit cards numbers, etc.
 - Any document with personally identifiable information
 - Personnel files
 - Student records
 - Reports containing non-public information
- Each department should have a designated records coordinator.
- Departments must complete and submit a Record Destruction Form for approval prior to destroying any state records.



RECORDS DESTRUCTION – OLD FORM

	Texas A&M University RECORDS DESTRUCT	_	hristi				
Department							
Date	Office Address		Telephone				
Retention Schedule Agency Item #	Description of Records	Date Range From –To (mm/yy)	Retention Period	Medium			
We cer Texas A administ CAUTION: A s request, admin that arise from 441.187(b). An	Departmental Certification/Request for Destruction We certify that these state records are past the retention period specified by The Texas A&M University System Records Retention Schedule and that all audit and administrative requirements have been satisfied. CAUTION: A state record may not be destroyed if any litigation, claim, negotiation, audit, open records request, administrative review, or other action involving the record is initiated before the expiration of the retention period. The record must be retained until completion of the action and the resolution of all issues that arise from it, or until the expiration of the retention period, whichever is later. Tex. Gov't Code § 441.187(b). Any record subject to federal audit must be retained until the expiration of the audit period or the period specified in the System Records Retention schedule, whichever is later.						
D	Required Approval		nental Destruct	ion			
Department Record	ds Coordinator Date	Date of Records Destr	uction				
Department Head University Records	Date Officer	Destruction Method Shredding _ Electronic	_				
		Destruction Witness					

	The Texas A&M University	- Cornus Christi						
	RECORDS DESTRUCT	TION FORM						
Department								
Date	Office Address		Telephone					
Retention Schedule Agency Item #	Description of Records	Date Range From –To (mm/yy)	Retention Period	Medium				
Department Record	ds Coordinator		Date:					
Department Head			Date:					
University Records	Iniversity Records Officer Date:							

RECORDS DESTRUCTION - NEW FORM

	Texas A&M U			hristi					
			TION FORM						
Section 1: Dep	artmental Contact and Record								
Name:									
Department:		Phone E		Date:					
User Instructions: Fill in contact information above, then fill in record information in the columns below using the Record Retention Schedule as a guide. Check the checkbox in section 2, then obtain department signatures in section 3. Submit form to recordretention@tamucc.edu for University approval. For general questions, email recordretention@tamucc.edu.									
Retention Schedule		Description of Records Date Range Retention Medium From - To Period Paper of Paper o							
Agency Item #			MM/YY-MM/YY	Example: AC+3 yrs	Electronic				
Need more space to	list records? Continue list on additional	record destruction	n page.						
Section 2: Depa	artmental Certification/Reques	st for Destruc	tion						
administ CAUTION: A state reaction involving the recresolution of all issues	M University System Records rative requirements have been secord may not be destroyed if any litigation, clorod is initiated before the expiration of the ret that arise from it, or until the expiration of the must be retained until the expiration of the at	satisfied. laim, negotiation, au ention period. The re retention period, wh	dit, open records reque cord must be retained ichever is later. Tex. G	est, administrative review, until completion of the ac ov't Code § 441.187(b). A	tion and the ny record				
Section 3: Requ	uired Approval								
Department Records	Coordinator:		Sign	Da	le.				
Depa	rtment Head:								
	Print		Sign	Da	te				
	cords Officer: Dr. Catherine Rudo		Sign	Da	te				
	artmental Destruction								
	er the <u>University approved</u> form is return will then fill in information below and su				proved				
Date of Records De				Destruction Method: Shredding	9				
Destruction Witness	Print	Sign		Electronic					

	The Texas A&M Univer	-	i	
Name:		Email:		
Department:		Phone Ext:	Date:	
User Instructions: Additional pag department signatures will need to	es can be used if more space is nee be obtained below.	ded to list records. If records	s are listed on this pa	ge,
Retention E Schedule Agency Item #	Description of Records	Date Range From -To mm/yy - mm/yy	Retention Period Example: AC+3	Medium Print or Electronic
Approval Section: If this p	age has records listed, signa	tures are required.		
Department Records Coordinator:	Print	Sign	Da	ite
Department Head:	Print	Sign	Da	ite
University Records Officer: Submit document to recordretention@tamu	Dr. Catherine Rudowsky	Sign	Di	ate

Revised February 2022

RECORDS DESTRUCTION FORM – SECTION 1

• Use the <u>Records Retention Schedule</u> to fill in agency item number and retention period on section 1 of the form.

Retention Schedule Agency Item #	Description of Records	Date Range From – To MM/YY-MM/YY	Retention Period Example: AC+3 yrs	Medium Paper or Electronic
01.401.10	Class Exams	01/19 - 05/19	AC + 1 yr	Paper
06.207.10	Change of course (add/drop)	09/14 - 08/16	AC + 1 yr	Paper
03.101.10	Application for employment - Hired	09/10	AC + 5 yrs	Electronic

LIBRARY

01.401.10

STATE OF TEXAS

Rev. 2021-07

Records Retention Schedule

Retention Codes (field 7)

AC - See field 9 for specific records series definition

AV - Administratively valuable CE - Calendar year end

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LA - Life of Asset

Archival Codes (Field 10)

A/I - Transfer to State/University Archivist R/O - Review by State/University Archivist E - Exempt from archival review and transfer

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1. Agency Cod	le: 710		2. Agency Name: Tex
3.	4.	5.	6.
	Record		
0 ,	Series Item No.	Record Series Title	Description

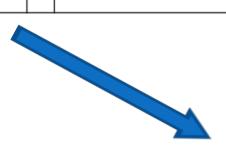
Completed Class Tests and

Examinations, Students'

Note: Moved to 06.015.10 in 2024. (Academic records moved to section 06)

	11.	12.
ival		
١ch		
10.	Remarks	Legal Citation

	Course Papers



AC=Academic term

Retention	Description of Records	Date Range	Retention	Medium
Schedule		From – To	Period	Paper or
Agency Item #		MM/YY-MM/YY	Example: AC+3 yrs	Electronic
01.401.10	Class Exams	01/19 - 05/19	AC + 1 yr	Paper

RECORDS DESTRUCTION FORM – SECTIONS 2 & 3

Mark the certification box

Section 2: Departmental Certification/Request for Destruction

We certify that these state records are past the retention period specified by The Texas A&M University System Records Retention Schedule and that all audit and administrative requirements have been satisfied.

CAUTION: A state record may not be destroyed if any litigation, claim, negotiation, audit, open records request, administrative review, or other action involving the record is initiated before the expiration of the retention period. The record must be retained until completion of the action and the resolution of all issues that arise from it, or until the expiration of the retention period, whichever is later. Tex. Gov't Code § 441.187(b). Any record subject to federal audit must be retained until the expiration of the audit period or the period specified in the System Records Retention schedule, whichever is later.

Send form to recordretention a tamucc.edu for final approval

Department Records Coordinator:	Denise Morgan	Denise Morgan	04/11/2022
Department Head:	Richard Coffin	Digitally signed by Richard Coffin Date: 2022.04.13 11:36:23 -05'00'	Date 04/11/2022
•	Print	Sign	Date
University Records Officer:	Dr. Catherine Rudowsky		
Submit document to recordretention@tamu	cc.edu for University Records Officer approval.	Sign	Date

RECORDS DESTRUCTION FORM – SECTION 4

- After University-level approval is given, then the department will destroy the records and complete section 4 of the form.
- Aim to destroy records within 30-60 days of receiving approval.
- The destruction process is complete when section 4 is filled in and the completed form has been returned to recordretention@tamucc.edu.

Section 4: Departmental Destruction						
Final Step: Only after the <u>University approved</u> form is returned to the department, may the department destroy the approved records. Department will then fill in information below and submit completed form to <u>recordretention@tamucc.edu</u> .						
Date of Records Destruction: 04/15/2022		Destruction Method:				
Destruction Witness: Alessandra Garcia Print	Alessandra Garcia Sign	ShreddingX_ Electronic				

RECORDS DESTRUCTION – GOODWILL BINS

- Each department has the option to request a secure Goodwill bin be stored in their area.
- Go to Purchasing's WorkQuest & Goodwill Shredding webpage to learn more, https://www.tamucc.edu/finance-and-administration/financial-services/purchasing/workquest-goodwill-shredding-contract.php. Here you can find:
 - ➤ Bin request form
 - > Shredding rates
 - ➤ Pick up schedule
 - ➤ Pick up request form





11015: Retention of State Records

• A&M SYSTEM TRAINING: This course covers legal and A&M System requirements for records retention, including state law and System Regulation 61.99.01. Member records officers and department/unit employees whose duties include records retention must complete this training before being allowed to perform records retention job duties and every two years thereafter.

2112299 : E-Mail Management and Retention

• This course is designed to provide general guidance for managing e-mail, including retention of the various types of e-mails.



Question 1

- Who is responsible for approving the destruction of state records for a System member?
 - A. The employee who created the state record
 - B. The head of the department in which the state record was created
 - c. The system records management officer (RMO)
 - D. The system member records officer

- Who is responsible for approving the destruction of state records for a System member?
 - A. The employee who created the state record
 - B. The head of the department in which the state record was created
 - c. The system records management officer (RMO)
 - D. The system member records officer

- The retention period for a certain state record has expired. What should be the next step?
 - A. Keep it a little longer just to make sure it won't be needed
 - B. Destroy it immediately
 - c. Get approval from your records officer to destroy it

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 - A. Keep it a little longer just to make sure it won't be needed
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 - c. Get approval from your records officer to destroy it

- You have completed a records destruction request form and obtained department signatures. You now need University Records Officer signature. Where do you send the form for approval?
 - A. Email the form to your manager
 - B. Department head approval is all that is needed to destroy state records
 - c. Email the form to recordretention@tamucc.edu

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• The document that lists the records series of state records maintained by a state agency and specifies the minimum required retention period for each records series is called the:

- A. Record copy
- B. Convenience copy
- c. Records retention schedule

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• Convenience copies of a record can be retained indefinitely.

- A. True
- B. False

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- A. Special Collections webpage under Archives
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 After completing records retention training, you realize that these state
 records have been retained longer than the period specified in the System
 Records Retention Schedule (FE + 3 years). However, just as you are about
 to begin identifying specific records to destroy, you receive notification
 that auditors will be arriving in a few days to review your agency's fiscal
 records, including reviewing actual accounts payable documents from the
 past five years. Can you proceed with destroying the records?

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- Some of your agency's state records are being reviewed as part of a lawsuit. When may these records be destroyed?
 - A. When the retention period expires.
 - B. When the lawsuit and all related issues that arise from it are resolved.
 - c. Could be either of the above whichever is later.

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- When reading the System Records Retention Schedule, how long should a records series that has a retention code of AV be kept?
 - A. Until the state record's purpose has been fulfilled and the record is no longer needed for agency operations.
 - B. Permanently.
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QUESTIONS





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