Catalog Description:

Records and Information Management I is an introduction to basic records and information management. This course includes the life cycle of a record, manual and electronic records management, and basic filing procedures and rules. The student will identify the stages in the life cycle of a record; file and retrieve records using alphabetic, numeric, geographic, and subject filing systems; input, index, code, and cross-reference records; use tickler file, requisition, and charge-out procedures; and differentiate between manual and electronic filing.

Lecture hours = 3, Lab hours =

Prerequisites: None

Semester Credit Hours: 3
Lecture Hours per Week: 3
Lab Hours per Week: 0
Contact Hours per Semester: 48

State Approval Code: 5204010000

Instructional Goals and Purposes: The purpose of this course is to teach students the importance of and principles of records management.

Learning Outcomes:

1. Demonstrate an understanding of sound principles of records management and the nature and purpose of records.
2. Demonstrate a mastery of the rules for alphabetic storage and retrieval systems.
3. Maintain, use, and update a computerized records management database.
4. Demonstrate the procedures for handling correspondence in an office setting.
5. Demonstrate the ability to store and retrieve records by the subject method of records storage.
6. Demonstrate the ability to store and retrieve records by the numeric method of records storage.
7. Demonstrate the ability to store and retrieve records by the geographic method of records storage.

Specific Course Objectives (includes SCANS):

After studying the material presented in the text and online, the student should be able to complete all behavioral/learning objectives listed below with a minimum competency of 70% on assignments and exams.

1. Demonstrate an understanding of sound principles of records management and the nature and purpose of records.
   a. Define basic records management terms. (2-c-iii)
   b. Classify records found in an office and give examples of records commonly used. (2-c-iii)
c. Name laws important to all citizens and to all office workers and state why they are important. (2-c-i, 2-c-iii, 2-d-i)
d. Explain the management functions necessary to operate a records management program efficiently. (2-c-iii, 2d-i)
e. List the stages in the life cycle of a record and describe the activities in each stage. (2-ciii)
f. Describe common problems found in records systems and suggest methods for correcting them. (2-c-i, 2-c-iii)
g. Explain why paper records continue to be widely used in records systems. (2-c-iii)
h. List the three levels of records management positions and identify the type of work associated with each level. (2-c-iii)
i. Recognize and describe various types of records, including electronic and image records. (2-c-iii)

2. Demonstrate a mastery of the rules for alphabetic storage and retrieval systems.
   a. Using the alphabetic storage system, index, code, and arrange the following: (1b-iv, 2a-iii, 2-c-ii)
      • Personal and business names
      • Minor words and symbols in business names
      • Names with punctuation and possessives
      • Names containing single letters and abbreviations
      • Names with titles and suffixes
      • Records containing prefixes, foreign articles, and particles
      • Business names containing numbers
      • Names of organizations and institutions
      • Identical names
      • Government names
   b. Evaluate records and apply cross-referencing procedures. (1b-vi, 2a-iii, 2c-ii)
   c. Select appropriate subject categories to be used within an alphabetic arrangement. (1biv)
   d. Contrast the advantages and disadvantages of the alphabetic method of records storage. (2-c-iii)
   e. Apply the six steps that must be followed to properly store a record. (1-b-vi)

3. Maintain, use, and update a computerized records management database.
   a. Define terms related to electronic records. (2-c-iii)
   b. Analyze and explain the structure of a database. (2e-i, 2e-ii)
   c. List and describe the types of operations performed on a computer database. (2-c-iii)
   d. Analyze, compare, and adjust filing segments for input into a computer database. (1-b-iv, 2-c-iii, 2-c-iv, 2-e-i)
   e. Perform computerized records management tasks. (2-c-iv)

4. Demonstrate the procedures for handling correspondence in an office setting.
   a. Define terms used in correspondence records storage systems. (2-c-iii)
   b. Identify the basic types of correspondence records storage systems. (2-c-iii)
   c. Identify the different types of storage supplies used in correspondence records storage. (2-c-iii)
   d. Prepare a tickler file and explain its arrangement. (2-c-iii)
   e. Request, retrieve, charge out, and follow up records. (2-c-ii)
   f. Explain the use of a retention schedule. (2-c-iii)
   g. Discuss the classifications of records, transfer methods, and other transfer procedures. (2-c-iii)
   h. Use a disposition schedule to determine whether to maintain records in active storage, to transfer records to inactive storage, or to destroy records. (2-a-i)

5. Demonstrate the ability to store and retrieve records by the subject method of records storage.
a. Compare the differences and the similarities in the alphabetic and subject methods of records storage. (1-b-vi, 2-c-i)
b. Describe the procedure for storing records by the consecutive numbering method. (2-c-iii)
c. Explain the straight dictionary and the encyclopedic arrangements of subjects. (2-c-iii)
d. Describe a master index and a relative index. (2-c-iii)
e. Index, code, and arrange records using the subject method of records storage. (1-b-iv, 2-a-iii, 2-c-i, 2-c-ii, 2-d-i)

6. Demonstrate the ability to store and retrieve records by the numeric method of records storage.
   a. List and describe the basic features of the consecutive numbering method. (2-c-iii)
   b. Describe the procedure for storing records by the consecutive numbering method. (2-c-iii, 2-d-i)
   c. State the advantages and disadvantages of consecutive numeric records storage. (2-c-iii)
   d. Explain the way in which records are stored by terminal-digit and middle-digit storage methods. (2-c-iii, 2-d-i)
   e. Index, code, and arrange records using the consecutive numeric method of records storage. (1-b-iv, 2-a-iii, 2-c-i, 2-c-ii, 2-d-i)
   f. Index, code, and arrange records using a nonconsecutive numeric method of records storage. (1-b-iv, 2-a-iii, 2-c-i, 2-c-ii, 2-d-i)

7. Demonstrate the ability to store and retrieve records by the geographic method of records storage.
   a. List advantages and disadvantages of the geographic storage method. (2-c-iii)
   b. Compare the differences and similarities between the geographic and alphabetic methods of records storage. (1-b-vi, 2-c-i)
   c. Contrast the location name guide plan and the lettered guide plan in a geographic arrangement. (1-b-vi, 2-c-i)
   d. Explain the use of an alphabetically arranged index in the geographic method of storage. (2-c-iii, 2-d-i)
   e. List the types of cross-references used in the geographic storage method. (2-c-iii)
   f. Index, code, and arrange records using the geographic method of records storage. (1-biv, 2-a-iii, 2-c-i, 2-c-ii, 2-d-i)

Course Content:
Students in all sections of this course will be required to do the following:

1. Students will submit assignments, including quizzes and finding tests, throughout the semester based on the course content presented in that assignment.
2. Students will complete online exams, including the final exam, testing their knowledge of records management principles and practices.

Methods of Instruction/Course Format/Delivery: Text

Students in both the traditional class and in the Internet class will have access to this course via WebCT. Students in the traditional class will meet regularly for lecture over the material. Students in the Internet class will only be required to meet with the instructor for testing; however, Internet students are always welcome to attend the traditional class. Resources provided through Canvas include

- A calendar displaying assignments due dates for assignments and testing
- Online assignments
- Learning aids, including handouts, self-check solutions, slide presentations, and tutorials
- Email (totally contained within Canvas)

All assignments will be submitted through Canvas. After the assignment has been graded, the student will be able to view his or her grade by returning to the assignment or clicking the Grades link. The student will also be able to view any forms returned with the assignment. (Traditional students will have the forms returned in class.) Generally work will be graded and posted within seven days following the deadline.
Exams over unit material will be taken as onsite proctored testing; students will be able to view the solutions to online testing and to see their grades by returning to the assessment and clicking the Grades link.

Students in both the traditional and Internet classes should use the Email within Canvas to communicate with the instructor. Using Canvas messaging gives access to the instructor and other classmates without having to remember or type email addresses—just select a name from the list. If unable to contact the instructor using email in Canvas, external email may be used. Replies are generally within 24 hours or less (excluding weekends and holidays); accordingly, if no reply is received, the student should re-send the message since a delivery failure could have occurred.

**Assessment:**
The following items will be assigned during the semester and used to calculate the student’s final grade:

**ASSIGNMENTS**
Each assignment will require the completion of selected exercises, jobs, computer applications, and finding tests. Most assignments will also include a chapter quiz. Always check the Assignments link to determine specific requirements. This work will be submitted as directed on the assignment page with selected forms completed and attached. The assignment will be graded and returned on the same assignment page. Homework is due as assigned and 10 points will be deducted for each day work is late, with a cut-off date of four days past the due date. (No credit will be given on the assignment after the cut-off date.)

**UNIT EXAMS**
Online unit tests will be administered during the semester. Students are responsible for studying the important terms, concepts, chapter quizzes, and review questions at the end of each chapter. A glossary is found at the back of the text for studying terms. Students taking this course through the Virtual College of Texas (VCT) must make testing arrangements with the testing center at their colleges before each exam. The Calendar will list the dates testing will be available.

**FINAL EXAM**
A comprehensive final exam will be administered at the end of the semester. Students are responsible for studying all course materials. Testing is on site in the usual manner and as scheduled by the instructor.

**Course Grade:**
The grading scale for this course is as follows:

**COMPONENTS GRADE DISTRIBUTION**

<table>
<thead>
<tr>
<th>Component</th>
<th>Grade Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Tests</td>
<td>40%</td>
</tr>
<tr>
<td>Practice Set Jobs, Handout Exercises, Finding Tests, Online Quizzes, Computer Applications</td>
<td>40%</td>
</tr>
<tr>
<td>Final Examination</td>
<td>20%</td>
</tr>
</tbody>
</table>

Assignment, quiz, and test grades, including a mid-semester and final grade, will be posted to Grades in Canvas.

**Texts, Materials, and Supplies:**


**Other:**
- For current texts and materials, use the following link to access bookstore listings: [http://www.panolacollegestore.com](http://www.panolacollegestore.com)
For testing services, use the following link: [http://www.panola.edu/elearning/testing.html](http://www.panola.edu/elearning/testing.html).

If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Administration Building or go to [http://www.panola.edu/student-success/disability-support-services/](http://www.panola.edu/student-success/disability-support-services/) for more information.

Withdrawing from a course is the student’s responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.

SCANS CRITERIA

1) Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.

   a) Basic Skills: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
      i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
      ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
      iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
      iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
      v) Speaking: Organize ideas and communicate orally.

   b) Thinking Skills: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
      i) Creative Thinking: generate new ideas.
      ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
      iii) Problem Solving: recognize problems and devise and implement plan of action.
      iv) Visualize (“Seeing Things in the Mind’s Eye”): organize and process symbols, pictures, graphs, objects, and other information.
      v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
      vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.

   c) Personal Qualities: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
      i) Responsibility: exert a high level of effort and persevere toward goal attainment.
      ii) Self-Esteem: believe in one’s own self-worth and maintain a positive view of oneself.
      iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
      iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
      v) Integrity and Honesty: choose ethical courses of action.

2) Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.

   a) Resources: A worker must identify, organize, plan, and allocate resources effectively.
      i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
      ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
      iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.

   b) Interpersonal Skills: A worker must work with others effectively.
      i) Participate as a Member of a Team: contribute to group effort.
      ii) Teach Others New Skills.
      iii) Serve Clients/Customers: work to satisfy customer’s expectations.
iv) Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.

v) Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.

vi) Work with Diversity: work well with men and women from diverse backgrounds.

Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

c) Information: A worker must be able to acquire and use information.

i) Acquire and Evaluate Information.

ii) Organize and Maintain Information.

iii) Interpret and Communicate Information.

iv) Use Computers to Process Information.

Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

d) Systems: A worker must understand complex interrelationships.

i) Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.

ii) Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.

iii) Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance.

Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

e) Technology: A worker must be able to work with a variety of technologies.

i) Select Technology: choose procedures, tools or equipment including computers and related technologies.

ii) Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.

iii) Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies.

Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.