

WASHINGTON STATE UNIVERSITY

# Administrative Policies and Procedures

Deb Bartlett  
dbartl@wsu.edu

Joy Faerber  
faerber@wsu.edu

Office of Procedures, Records, and Forms

Revised August 2020

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## Training Objectives: Manuals

- History of operations manuals at WSU.
- Why we have operations manuals.
- How to use online manuals.
- How the manuals are updated.

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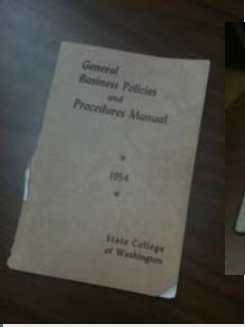
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## History Lesson

1954 BPPM

1960s Manual



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### History Lesson

- 1972 State Audit Report
- Hard Copy BPPM, SPPM
- 1997 Online Manuals
- 2000 Executive Policy Manual
- 2016 Board of Regents Policy Manual
- 2018 WordPress CMS website

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### Why have manuals?

- Serves as a quasi-supervisor. Always in. No trips or leave. Fewer phone calls. Fewer errors.
- Primary communications device. Provides knowledge of laws, regulations, and institutional practices.

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### Why have manuals?

- Institutional memory.
- Levels playing field.
- Standardizes practices. Promotes efficiency.
- Consolidates location.

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## Where to Find Manuals

- Uniform Resource Locator (URL):  
<https://policies.wsu.edu/prf/index/manuals/>
- WSU Home Page
- A-Z Index

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Washington State University

THE GOOD LIFE

IRRESISTIBLE EATS

HEALTHY LIVING

HOME & FAMILY

ALUMNI & GIVING

REFERENCE

POLICIES & TERMS OF USE

WSU LOCATIONS

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WASHINGTON STATE UNIVERSITY | UNIVERSITY RULES AND POLICIES

## UNIVERSITY RULES AND POLICIES

This site provides access to University-wide policies and serves as a resource to support policy development and management at WSU. We encourage all WSU students and personnel to use this site as the main source for University policies. University Policies published on WSU school, department, or unit websites should reflect the most up-to-date information and align with this website.

NOTE: Policies that are specific to a WSU campus, school, department, or program are not listed here. Refer to those individual websites for that information.

Refer to Executive Policy 5: Policy on Policies for information on the development, approval, and publication of University policies and procedures.

**OFFICE OF PROCEDURES, RECORDS, AND FORMS**

The Office of Procedures, Records, and Forms (PRF) oversees the following policy manuals:

- Business Policies and Procedures Manual (BPPM)
- Safety Policies and Procedures Manual (SPPM)
- Executive Policy Manual (EPM)
- Board of Regents Policy Manual (BORM)

PRF also administers revisions to WAC 504 (Washington Administrative Code for Washington State University)

**OTHER UNIVERSITY POLICIES**

The following policies are listed in alphabetical order by name of department/unit.

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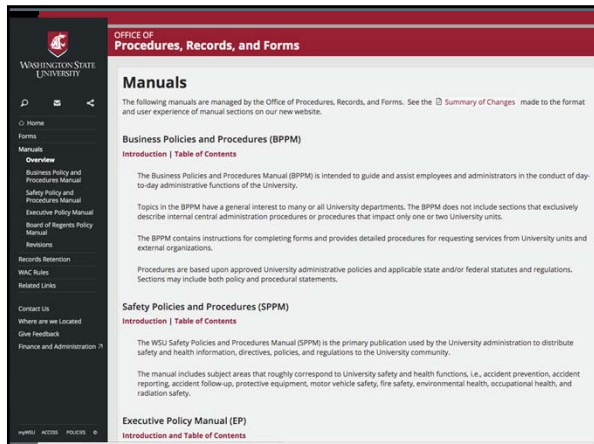
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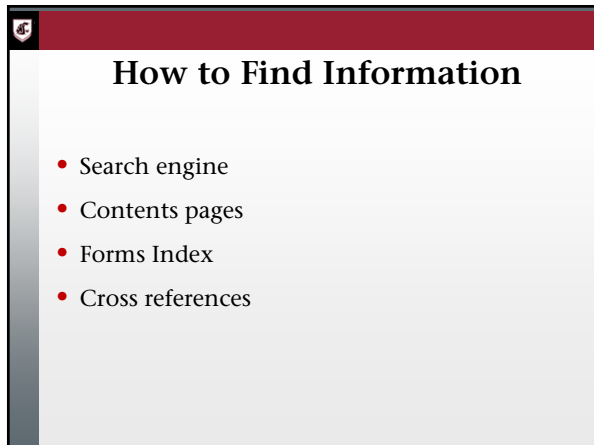
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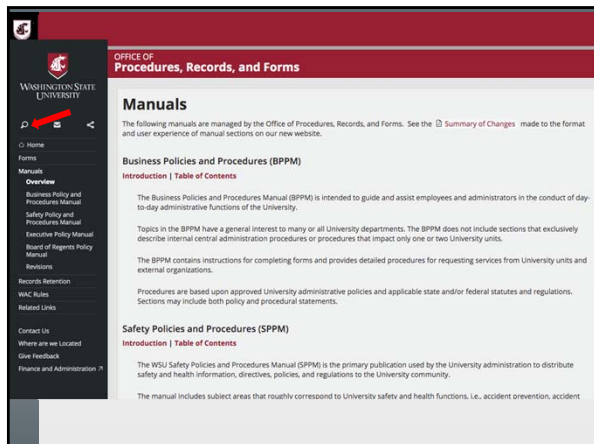
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## Revising Manuals: Sources

- Auditors
- Statutes/regulations
- Administrators
- Users

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## Revising Manuals: Process

- Input
- Prepare draft
- Review and approval

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OFFICE OF PROCEDURES, RECORDS, AND FORMS

Executive Policy Manual



Executive Policy #5

Revision Approved November 5, 2018

### POLICY ON POLICIES

#### Summary

This policy establishes the development, approval, and publication process for systemwide University policies and procedures, as defined below.

#### Policy Statement

By following a uniform process for policy approval and distribution, the University enhances operational efficiency, reduces institutional risk, and facilitates compliance with applicable laws, rules, and regulations.

University policies and procedures must be:

- Written in understandable language and in a common format;
- Approved by the appropriate University bodies and officials; and
- Maintained on approved University policy publication websites.

Advisory guidelines that supplement University policies and procedures may be published and distributed on departmental websites.

#### Applicability

This policy applies to systemwide University policies and procedures related to administrative, business, and safety functions that affect many or most University units.

This policy does not apply to:

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## Distribution

- Convert to HTML and PDF
- Upload to WordPress CMS
- Notify University
- Save old section in archive media

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## You should now know:

- How to locate manuals online.
- How to find information in manuals.
- How manuals are updated and how to find out when manuals are updated.

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## Records Retention

Deb Bartlett  
[dbartl@wsu.edu](mailto:dbartl@wsu.edu)

Joy Faerber  
[faerber@wsu.edu](mailto:faerber@wsu.edu)

Office of Procedures, Records, and Forms  
509-335-2005

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### Training Objectives: Records

- State definition of records.
- How to find out how long to keep records.
- Which records are confidential.
- How to dispose of records.

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### Records Retention: What are we talking about?

Management of records for  
the period of time between  
record creation and record disposition.

What we do with it and  
how long we keep it.

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### Why do we keep records at WSU?

- We need to document our business.
- We need to meet requirements of laws/regulations.
- We need to be able to recreate the history of WSU.

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### State of Washington Records

Any paper, photograph, film, sound recording, map drawing, machine-readable material or other document, regardless of physical form, made or received by the state in connection with the transaction of public business.  
(From RCW 40.14.010)

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### Legal Requirement: RCW 40.14 (Preservation and Destruction of Public Records)

University records are public records. Public records may not be destroyed, microfilmed, or transferred to archives without authorization.

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### Records Officer

- Coordinates University's records retention program.
- Prepares retention schedules.
- Liaison with State Records Committee.

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## Responsibility for Records

- Primary responsibility resides with each individual University office.
- The unit director/manager/chair designates a departmental records coordinator.

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## Records Coordinator

- Liaison with Records Officer
- Notifies Records Officer changes in office records.
- Files and refers to records retention schedules.
- Applies retention standards to records.
- Ensures that department personnel apply retention standards to records held in their files and computers.

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## Why not just keep everything?

- Must look through it.
- Must track it.
- Takes up expensive space.
- Causes additional processing in litigation, audit, or public records requests.



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### Some records are essential records.

Records you would need to restart your operation after a catastrophe.  
See 90.15.

Back up and store offsite.

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### 1997 Kincaid Fire - UW



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### All-University Records Retention Schedule

BPPM 90.01

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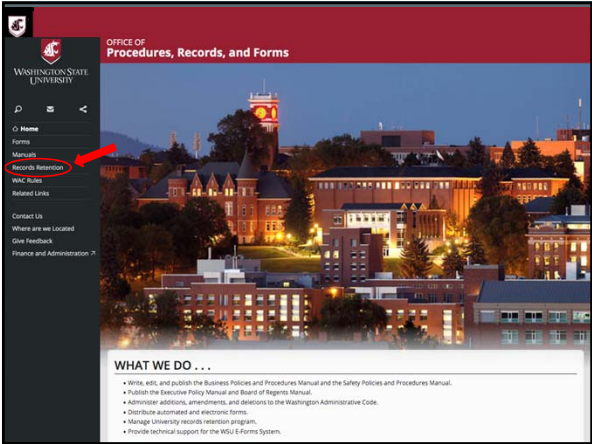
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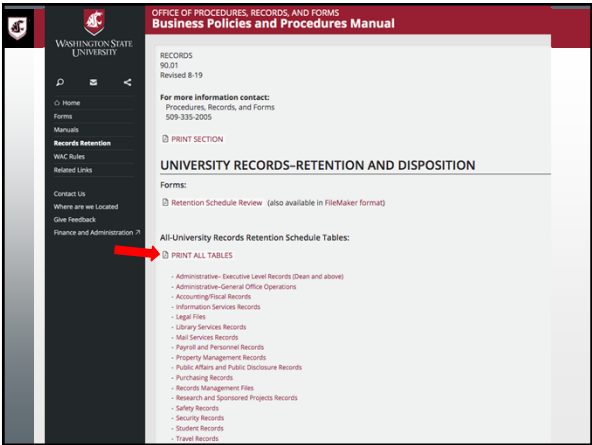
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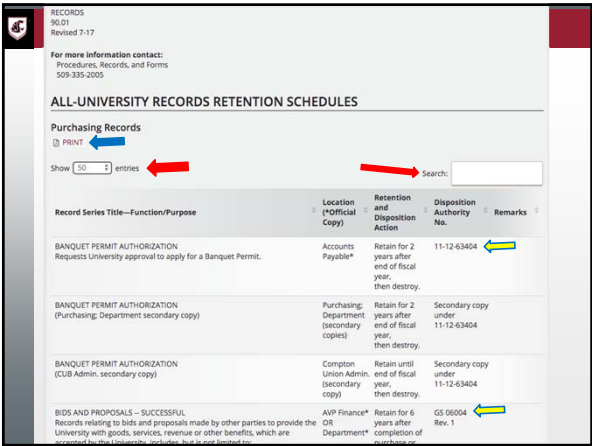
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WASHINGTON STATE UNIVERSITY		RECORDS RETENTION SCHEDULE		PROCEDURES, RECORDS, AND FORMS	
OFFICE TITLE Washington State University		OFFICE NAME Procedures, Records, and Forms		PAGE 1 OF 1	
1	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
2	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
3	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
4	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
5	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
6	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
7	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
8	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
9	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)
10	ADVISORY BODY RECORDS	Department*	Retain for 6 years after end of calendar year, then destroy.	GS 10015	Archival (appraisal required)

RECORDS  
90.01  
Revised 7-17

For more information contact:  
Procedures, Records, and Forms  
509-335-2005

### ALL-UNIVERSITY RECORDS RETENTION SCHEDULES

#### Administrative-General Office Operations

☐ PRINT

Show  entries

Search:

Record Series Title--Function/Purpose	Location (*Official Copy)	Retention and Disposition Action	Disposition Authority No.	Remarks
<b>ADVISORY BODY RECORDS</b> Records documenting the actions, meetings and membership of boards, commissions, committees, councils, task forces, etc., that are created to act strictly in an advisory capacity to the University and have no final decision-making powers. Also includes interagency/ national/external advisory bodies for which the University acts as secretary/keeper of the official records. Includes, but is not limited to: <ul style="list-style-type: none"> <li>- Agendas, meeting/agenda packets (briefs, reference materials, etc.);</li> <li>- Speaker sign-up, written testimony;</li> <li>- Audio/visual recordings and transcripts of proceedings;</li> <li>- Minutes;</li> </ul>	Department*	Retain for 6 years after end of calendar year, then Transfer to Archives for appraisal and selective retention.	GS 10015	Archival (appraisal required)

### ALL-UNIVERSITY RECORDS RETENTION SCHEDULES

#### Administrative-General Office Operations

<b>CONTACT INFORMATION</b> Records relating to the contact details of external clients/ stakeholders the University has gathered/received and the maintenance of such lists/collections. Includes, but is not limited to: <ul style="list-style-type: none"> <li>- Business cards;</li> <li>- Contact details stored in Microsoft Outlook and other contact databases;</li> <li>- Mailing lists, email distribution lists, listserv/RSS subscriber details, etc.;</li> <li>- Requests to be added/removed from the University's contact lists (includes mail/communications returned as undeliverables)</li> </ul>	Department*	Retain until no longer needed for University business, then destroy.	GS 50007
<b>DRAFTING AND EDITING</b> Records relating to the drafting/editing of correspondence, documents, and publications. Includes, but is not limited to: <ul style="list-style-type: none"> <li>- Preliminary drafts not covered by a more specific records series, not needed as evidence of external consultation or as evidence that the University practiced due diligence in the drafting process;</li> <li>- Edits/suggestions/directions (such as handwritten annotations/notes, track changes information/comments in Microsoft Word, etc.);</li> </ul>	Department*	Retain until no longer needed for University business, then destroy.	GS 50008

ALL-UNIVERSITY RECORDS RETENTION SCHEDULES			
Administrative-General Office Operations			
INFORMATIONAL NOTIFICATIONS/COMMUNICATIONS Records communicating basic/routine short-term information (regardless of format or media used) that: - Do not document University decisions/actions;  - Are not used as the basis of University decisions/actions; and  - Are not covered by a more specific records series.	Department*	Retain until no longer needed for University business, then destroy.	GS 50001 Rev. 2
Includes, but is not limited to: - Basic messages such as "Come and see me when you're free," "Call me back at (360) 555-5555," etc.  - Internal communications notifying of staff absences or lateness (such as "Bob is out today," "Mary is running late," etc.).			
INTERNET BROWSING Records routinely generated as part of internet browsing. Includes, but is not limited to: - Browsing history/saved passwords/web form information, etc.  - Cache/temporary files  - Cookies	Department*	Retain until no longer needed for University business, then destroy.	GS 50010

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ALL-UNIVERSITY RECORDS RETENTION SCHEDULES			
Administrative-General Office Operations			
REFERENCE MATERIALS Materials gathered from outside sources for reference/reading use which are not evidence of the University's business transactions. Includes, but is not limited to: - Conference materials (such as proceedings, handouts, etc.) from conferences/seminars not organized by the University;  - Copies of published articles, reports, etc.;  - Internet browser favorites/bookmarks;  - Listserv/RSS feeds.	Department*	Retain until no longer needed for University business, then destroy.	GS 50013
SECONDARY (DUPLICATE) COPIES Copies of records (created or received), <b>provided</b> that the University retains the primary copy of the record in accordance with the current approved minimum retention period. Includes, but is not limited to: - Data extracts and printouts from University information systems;  - Cc's of emails, <b>provided</b> the University is retaining its primary copy of the email;  - Convenience/reference copies of records;  - Duplicate and near-duplicate images/photographs provided the selected "best" image(s) documenting the	Department*	Retain until no longer needed for University business, then destroy.	GS 50005 Rev. 1

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State Requirement	
<ul style="list-style-type: none"> <li>• WAC 434-662-040, effective January 1, 2009</li> <li>• Electronic records must be retained in electronic format and remain usable, searchable, retrievable and authentic for the length of the designated retention period.</li> <li>• Printing and retaining a hard copy is <b>not</b> a substitute for the electronic version.</li> </ul>	

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### State Imaging Standards

- Must be observed when agency wants to use the image as the record copy and dispose of paper original.
- Not required when agency uses the image as a working copy and retains the paper original for the approved retention period.
- To obtain a copy of or a link to the standards, contact Office of Procedures, Records, and Forms. See also BPPM 90.21.

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### E-Mail, Text, Voicemail, and Social Media

- Most e-mail, text, voicemail, and social media messages are transitory communications.
- Some e-mail, text, voicemail, and social media messages are public records requiring retention. Evidence of official policies, actions, decisions, or transactions.
- See BPPM 90.03.



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### Saving Text, Voicemail, and Social Media Messages

- To save text or social media messages, manually:
  - Send the messages to a University email account. Save as email.
  - Save the messages to a University-controlled server or content management system.
- To save voicemail messages:
  - Contact applicable telephone provider.
  - Use Single Inbox Messaging to save message as .WAV file attachment to University email

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## Manage Your E-mail

- Don't let thousands of e-mail messages clutter your e-mail account.
- Delete immediately if you don't need it.
- Have a timetable for reviewing e-mail.
- Store e-mails with longer-term retentions in special folders in Outlook or elsewhere (e.g., your computer, a shared drive).

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## Important to Remember:

E-mail, text, social media, and voicemail messages created to conduct University business are public records  
**EVEN IF** the messages are sent from or received on personal devices, e.g., cell phones, tablets, laptops.

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**Washington state**AUGUST 27, 2015

## Court: Texts on public employee's cellphone public records

BY MARTHA BELLISLE  
Associated Press

SEATTLE — The Washington Supreme Court on Thursday unanimously ruled that a public employee's work-related text messages sent and received on a private cellphone are public records.

The ruling came in a case filed by Pierce County Sheriff's detective Glenda Nissen, who had asked for Prosecutor Mark Lindquist's call and text records. Nissen had sued the county claiming Lindquist banned her from his office after she criticized the prosecutor and backed his opponent. The requests included texts that he made and received on his private cellphone.

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### Determining Retention

- Legal requirements.
- Fiscal and audit requirements
- Functional needs of office
- Historical and archival requirements.

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### To schedule a record:

- Check the All-University Schedule in BPPM 90.01.
- Check any unique departmental schedule.
- Complete a Retention Schedule Review form (see 90.01.8). Route to PR&F.
- Procedures, Records, and Forms prepares a draft.
- Approvals by department, records officer, State Records Committee.

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### Retention Schedule Superseded

- Litigation holds
- Public records requests
- Audits

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**Andersen guilty** Once grand accounting firm now faces five years probation, \$500,000 fine and possibly its own end.

June 16, 2002: 4:43 PM EDT  
By Luisa Beltran, Brett Gering and Alice Martin

**NEW YORK (CNN/Money)** - A jury Saturday found Arthur Andersen guilty of obstructing justice, all but sealing the fate of the once mighty accounting firm.

After a six-week trial and 10 days of deliberations, jurors convicted Andersen for obstructing justice when it destroyed Enron Corp. documents while on notice of a federal investigation. Andersen had claimed that the documents were destroyed as part of its housekeeping duties and not as a ruse to keep Enron documents away from the regulators.

Andersen now faces up to 5 years probation plus a \$500,000 fine.

The 12-member jury reconvened at the Houston court house at 10 a.m. ET and shortly thereafter declared that they had a verdict. Judge Melinda Harmon read the decision at 10:25 a.m. ET. Later, when the jurors were polled, they all individually said "guilty."

Government lawyer Andrew Weissmann said the case sends a signal. "When you expect the police, don't destroy evidence," he said. "For Andersen, the police was the [Securities and Exchange Commission]."

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## Storage of Inactive Records

- WSU Pullman: Facilities Services--Capital at 509-335-5571
- Other locations: Campus facilities management
- Store records at State Records Center in Olympia
- Store inactive electronic records offline, e.g., tape, external hard drive, dedicated storage server
- ~~NOTE: State records must be kept in a state~~

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### Records Disposal

- Send to Manuscripts, Archives, and Special Collections (MASC).
  - See BPPM 90.02 for more information regarding archival records.
- Recycle.
- Make illegible if confidential.

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### Which records are confidential?

All records which are exempt from public disclosure in accordance with state law. (RCW 42.56)

Refer to BPPM 90.05, 90.06, 90.07.

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### Partial list of confidential records

- Personal information
- Lists for commercial purposes
- Application information
- Tests
- Library records

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## Disposal of Confidential Records

Records must be reduced to an illegible condition.  
(WAC 434-640-020)

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## Shredding

- University Recycling at WSU Pullman
- Commercial shredder (Iron Mountain)
- Departmental shredder

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## Destruction of Electronic Records

- Hard Drives
- CDs and DVDs
- Tapes
  - See "Specific Item or Transaction Requirements" in BPPM 20.76 for more information regarding destruction of digital media.

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### You should now know:

- State definition of records
- How to read a records retention schedule
- How to schedule a record
- What to do with old records
- How to determine if a record is confidential
- How to dispose of records

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### Questions???

### Contact PR&F

- Telephone 509-335-2005
- E-mail [dbartl@wsu.edu](mailto:dbartl@wsu.edu)
- E-mail [faerber@wsu.edu](mailto:faerber@wsu.edu)
- E-mail [prf.forms@wsu.edu](mailto:prf.forms@wsu.edu)

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This has been a  
WSU Training  
Videoconference

If you attended this live training session  
and wish to have your attendance  
documented in your training history,  
please notify Human Resource Services  
within 24 hours of today's date:

**[hrstraining@wsu.edu](mailto:hrstraining@wsu.edu)**

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