Training Objectives: Manuals

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

History Lesson

1954 BPPM 1960s
History Lesson

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

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.

Why Have Manuals?

- Institutional memory
- Levels playing field
- Standardizes practices
- Promotes efficiency
- Consolidates location
Where to Find Manuals

policies.wsu.edu/prf/index/manuals
How to Find Information On the PR&F website

- Search engine
- Contents pages
- Forms Index
- Cross references
Announcing Revisions

- Procedures, Records, and Forms sends out an e-mail message on WSU Insider Announcements.
- To subscribe refer to: https://news.wsu.edu/
  NOTE: Be sure to select the Daily Announcements link at the end of each day's WSU Insider news e-mail message to view all of the day's announcements.
- Revision announcements are linked to the Manuals web page.

Revising Manuals: Sources

- Auditors
- Statutes/regulations
- Administrators
- Users
Revising Manuals: Process

- Input
- Prepare draft
- Review and approval

Distribution

- Convert to HTML and PDF
- Upload to WordPress CMS
- Notify University
- Save old section in archive media
What Did You Learn?

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

Records Retention

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509-335-2005

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.
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 records and how long we keep them.

Why Do We Keep Records at WSU?

- Document our business
- Meet requirements of laws/regulations
- Record the history of WSU

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. (RCW 40.14.010)
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.

Records Officer

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

Responsibility for Records

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

- Liaison with Records Officer
- Notifies Records Officer of 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.

Why Not Just Keep Everything?

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

Essential Records

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

Back up and store offsite.
If you've got it and there's an audit, a lawsuit, or a public records request, you are required by law to produce it.

Transitory Records

- Have a retention and disposition action of “Retain until no longer needed for University business, then destroy.”
- Some examples:
  - Brainstorming and Collaborating
  - Contact Information
  - Electronic documents used to create signed paper records
  - Informational notifications/communications
  - Internet browsing
  - Meeting arrangements

Washington State University
All-University Records Retention Schedule

BPPM 90.01
Unique Departmental Retention Schedule

State Requirement For Electronic Records

- WAC 434-662-040, effective January 1, 2009
- Electronic records must be retained in electronic format and remain usable, searchable, retrievable and authentic for the length of the designated retention period.
- Printing and retaining a hard copy is not a substitute for the electronic version.

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.
E-Mail, Text, TEAMS, Voicemail, and Social Media

- Most e-mail, text, TEAMS, voicemail, and social media messages are transitory communications.
- Some of these messages are evidence of official policies, actions, decisions, or transactions, which are public records that require retention.
- See BPPM 90.03.

Saving Text, Social Media, and TEAMS 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 TEAMS messages:
  - With cursor hovering over message, click on: Save this message

Saving Voicemail Messages

- Contact applicable telephone provider.
- Use Single Inbox Messaging to save message as .WAV file attachment to University e-mail account.
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).

ZOOM Meetings Retention

Zoom meetings may be recorded by the presenter or meeting organizer.

Important to Remember!

E-mail, text, TEAMS, 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.
Public Records on Personal Devices

Court: Texts on public employee's cellphone public records

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

Determining Retention

- Check the All-University Schedule in BPPM 90.01.
- Check any unique departmental schedule.
- Complete a Retention Schedule Review form and route to PR&F.
- Approvals by department, records officer, State Records Committee.
**Retention Schedule Superseded**

- Litigation holds
- Public records requests
- Audits

**Storage of Inactive Records**

- State records must be kept in a state facility
- Store inactive electronic records offline, (e.g., tape, external hard drive, dedicated storage server)
- Store confidential records in a secure location
- WSU Pullman: Facilities Services, Capital at 509-335-5571
Veterinary Medicine Building Disaster

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.

Which Records are Confidential?

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

- BPPM 90.05 Release of Public Records
- BPPM 90.06 Release of Student Education Records
- BPPM 90.07 Release of Personnel Records
Partial List of Confidential Records

- Personal information
- Lists for commercial purposes
- Application information
- FERPA / HIPAA
- Library records

Disposal of Confidential Records

Records must be reduced to an illegible condition.

(WAC 434-640-020)

Shredding

- WSU Waste Management (Pullman)
  - E-mail: waste.management@wsu.edu
- Non-Pullman campuses, contact campus Facilities Services
- Commercial shredder (Iron Mountain)
- Departmental shredder
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.

What Did You Learn?

- 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

Need More Information?

Contact Procedures, Records, and Forms
Telephone: 509-335-2005
Email: dbarrl@wsu.edu | fjfroeber@wsu.edu | prf/forms@wsu.edu

Visit the Washington Secretary of State website at: sos.wa.gov/archives/
(Click on Records Management > State Agencies)
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