

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**RECORDS MANAGEMENT
OST 2340**

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0.0

Date Revised: Fall 09

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

A study of various filing methods, including alphabetic and numeric. Topics include storage, control, retrieval, transfer, retention and disposal of records with emphasis on electronic records management through the use of information management programs.

Entry Level Standards:

The entering student is expected to be familiar with the basic terminology surrounding a microcomputer including the Windows XP operating system and have basic word processing skills using Word 2007.

Prerequisites:

OST 1100 and OST 1005

Textbook(s) and Other Course Materials:

1. Read and Ginn, *Records Management*, Eighth Edition, South-Western Publishing Co., 2007.
2. Read, *Records Management Simulation*, Eighth Edition, South-Western Publishing Co., 2007.
3. Shelly, Cashman, Webb, *Microsoft Office Outlook 2007, Introductory Concepts and Techniques*, Shelly Cashman Series, Course Technology, 2008.
4. Flash drive for personal storage.

I. Week/Unit/Topic Basis:

Week	Topic
1	What is Records Management?
2	Alphabetic Storage and Retrieval—Indexing Rules 1-4
3	Alphabetic Storage and Retrieval—Indexing Rules 5-10
4	Electronic File Management
5	Electronic File Management completed Examination 1
6	Alphabetic Records Management, Equipment and Procedures

- 7-8 Storing, Retrieving, and Transferring Records
- 9 Numeric Records Management
- 10 Numeric Records Management completed
Examination 2
- 11 Review of Job Interview Video and Participation in Mock Interviews
MS Outlook 2007–Chapter 1—Managing E-Mail
- 12 MS Outlook 2007–Chapter 1—Using Contacts and Mail Merge
- 13 MS Outlook 2007–Chapter 2—Managing Calendars
- 14 MS Outlook 2007–Chapter 2—Archiving and Instant Messaging
- 15 **Examination 3** (during finals week)

II. Course Objectives*:

- A. Demonstrate understanding of the basic methods and procedures of filing. XI, XII
- B. Exhibit knowledge of different types of filing equipment and supplies. XI, XII
- C. Demonstrate an understanding of the steps to follow in creating a records system. XI, XII
- D. Demonstrate an understanding of the importance of filing and records management in the automated office, and apply this understanding by learning to use a database software package. I, III, XII

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*:

Students will:

1. Complete a records management packet that will place the student in a position as a records clerk for a small business in which the student will be responsible for the filing of correspondence in correct alphabetical order, create a tickler file for usage and requisition, and complete charge-out and transfer procedures using the business documents. *Active Learning Strategies*
2. Solve records management problems based on real office situations. *Transitional Strategies*
3. Research the Internet to find the latest technology used in records management and in records management equipment. *Technological Literacy Outcome*
4. Use a computer to access Pellissippi State online library resources pertaining to the field of records management and read and evaluate those resources. *Technological Literacy Outcome*
5. Use written and oral presentation skills to present individual and group findings from research. *Communication Outcome*
6. Use individual organizational skills and teamwork to present findings from research activities. (Live sections will complete some work in teams and WWW section will work individually.) *Active Learning Strategies*

7. Learn to use a computer information management software package to understand the relationship between manual and electronic records management systems. *Technological Literacy Outcome*

*Strategies and outcomes listed after instructional processes reference TBR's goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. File business cards and business correspondence correctly using the alphabetic and numeric filing systems. A
2. Understand records control and retention. A
3. List similarities and differences among the different records storage methods. A
4. Explain how the alphabetic storage method is used in other records storage methods. A
5. Explain the difference between a storage system and a storage method. A
6. Name sources for obtaining filing equipment and supplies and describe several kinds of equipment for correspondence files. B
7. Identify four kinds of storage supplies commonly used. B
8. Illustrate the meaning of "cut" and "position" as these terms relate to folder tabs. B
9. List the typical types of equipment and supplies used in vertical and visible card systems. B
10. List steps to be followed when setting up a file system. C
11. Name the supplies and reference material commonly kept on and/or in the desk at the work area. C
12. Describe how to set priorities for doing records management work in the office. C
13. List the basic management principles to be applied in establishing a records management program. C
14. Explain the importance of filing basics when working with computers. D
15. Describe emerging technologies in records management. D
16. Define a database file. D
17. Discuss the role of creating, coding and sorting in a computer system. D
18. Use Outlook 2007 software to perform a wide range of communication and organizational tasks, such as sending, receiving, and filing e-mail; organizing contacts; scheduling appointments, events, and meetings; creating a to-do list and delegating tasks; and writing notes. D
19. Demonstrate appropriate interview techniques. (D)

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 60% of grade

There will be three (3) exams, each consisting of filing problems (both manual and computerized) and objective questions. The objective questions will be noncumulative. To the extent that solving the filing problems is dependent on information presented in prior sections, the problems will be cumulative. Missed exams CANNOT be made up. If you are absent on one of the days a test is given, you will take a comprehensive final exam at the end of the semester to replace the test you have missed. (WWW section will have one week scheduled to complete each exam given at the Main Campus Testing Center.) This comprehensive exam will replace one missed exam only.

B. Laboratory Expectations: 20% of grade

RM Simulations, Assignments, and Quizzes: 20 percent

Filing exercises will be assigned to correspond with textbook topics. Some assignments will be collected and graded at various times during the semester. Finding Tests over RM Simulations will be assigned to be completed during class time only and will be timed. Missed Finding Tests and exercises must be made up with the instructor within one week of absence in order to receive credit. Quizzes over each RM chapter will be given using the D2L software and cannot be made up beyond due date. However, the lowest quiz grade will be dropped.

C. Field Work: 10% of grade

Research Reports, Discussions, and Critiques: 10 percent

Research will be completed using the Internet. Reports will be completed according to required criteria on assignments.

D. Other Evaluation Methods: 10% of grade

Computer sorting assignments using Word 2007 will be required. Approximately, four weeks of the course will include an introduction to MS Outlook 2007 information management software and graded exercises will be completed over the assigned chapters.

E. Grading Scale:

A	93 - 100
B+	90 - 92
B	85 - 89
C+	80 - 84
C	75 - 79
D	70 - 74
F	less than 69

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding videotape and Web courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [No distinction is made for excused or unexcused absences. These will be treated as an absence. In order to receive credit for this course, you can

miss **no more than**

- 4 times for a class meeting once a week. (Twice for a class meeting every other week.)
- 7 times for a class meeting twice a week.
- 11 times for a class meeting three times a week.

When the above number of absences is exceeded, the student's grade will automatically be an F for the course.] (*Pellissippi State Online Catalog*)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (*Pellissippi State Online Catalog*)

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/

D. Other Policies:

In order for grades to be calculated, all assigned work must be submitted in a timely fashion. Assigned work must be turned in by date designated. Late work will not be accepted unless prior approval from instructor has been given. Late work may be charged with a late penalty of minus two points for each day late.

Students must have a valid PSTCC ID to be presented on demand to gain access to PSTCC facilities.

COMPUTER USAGE GUIDELINES: College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (*Pellissippi State Online Catalog*)