PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

RECORDS MANAGEMENT
OST 2340

Class Hours: 3.0 Credit Hours: 3.0
Laboratory Hours: 0.0 Date Revised: Spring 00

Catalog Course Description:
A study of various filing methods, including alphabetic, numeric, subject and geographic. Topics include storage, control, retrieval, transfer, retention, and disposal of records with emphasis on electronic storage and retrieval using a database.

Entry Level Standards:
The entering student is expected to be familiar with the basic terminology surrounding a microcomputer including the Windows 95/98 operating system and have basic word processing skills using WordPerfect or Word for Windows.

Prerequisites:
OST 1100 and OST 1005 or 1221

Textbook(s) and Other Reference Materials Basic to the Course:
Course Materials Packet. (WWW section only. Received during orientation.)
Two high-density 3.5” diskettes. (One disk should serve as a backup.)

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>An Overview of Records Management; Appendix ACRecords Management Career Opportunities</td>
</tr>
<tr>
<td>2</td>
<td>Alphabetic Storage and RetrievalCIndexing Rules 1-5</td>
</tr>
<tr>
<td>3-4</td>
<td>Alphabetic Storage and RetrievalCIndexing Rules 6-10; Examination 1</td>
</tr>
<tr>
<td>5-6</td>
<td>Alphabetic Records Storage</td>
</tr>
</tbody>
</table>
II. Course Objectives*:

A. Demonstrate understanding of the basic methods and procedures of filing. XI, XII

B. Exhibit a 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 Business and Computer Technologies department.

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. Transitional Strategy, Active Learning Strategy, Personal Development Outcome, Problem Solving and Decision Making Outcome

2. Solve records management problems based on real office situations. Problem Solving and Decision Making Outcome, Transitional Strategies

3. Research the Internet to find the latest technology used in records management and in records management equipment. Information Literacy Outcome, Technological Literacy Outcome

4. Access Pellissippi State User Account to find library resources pertaining to the field of records management and read and evaluate those resources. Information Literacy Outcome, Technological Literacy Outcome

5. Use written and oral presentation skills to present individual and group findings from research. Communication Outcome, Information Literacy Outcome, Active Learning
6. Use individual organizational skills and teamwork skills to accomplish group projects using case studies. (Live sections will work in teams, and WWW section will work individually.)

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

*Strategies and outcomes listed after instructional processes reference Pellissippi State’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.  
2. Understand records control and retention.
3. List similarities and differences among the different records storage methods.
4. Explain how the alphabetic storage method is used in other records storage methods.
5. Explain the difference between a storage system and a storage method.
6. Name sources for obtaining filing equipment and supplies and describe several kinds of equipment for correspondence files.
7. Identify four kinds of storage supplies commonly used.
8. Illustrate the meaning of ”cut” and ”position” as these terms relate to folder tabs.
9. List the typical types of equipment and supplies used in vertical and visible card systems.
10. List steps to be followed when setting up a file system.
11. Name the supplies and reference material commonly kept on and/or in the desk at the work area.
12. Describe how to set priorities for doing records management work in the office.
13. List the basic management principles to be applied in establishing a records management program.
14. Explain the importance of filing basics when working with computers.
15. Explain the equation, \( IP = DP + WP \).
17. Discuss the role of creating, coding and sorting in a computer system.
18. Use Access 97 database software to create, display, sort, report, change, and print a database.
*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 60% of grade

There will be four (4) 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

Records Management Projects, Assignments, and Quizzes:
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 projects will be assigned to be completed during class time only and will be timed. (WWW section will complete the Online Quizzes over the RM projects. They will be timed.) For Live sections, any missed Finding Tests will be made up at the Testing Center (ERC329) located in the Learning Center (ERC332). Missed Finding Tests and exercises must be made up within one week of absence in order to receive full credit. Pop quizzes may be given in Live sections of the course.

C. Field Work: 10% of grade

Research Reports and Critiques:
Research will be completed using the Web for both the Web and Live sections of the course. Reports will be completed according to required criteria. (See assignments) Case Studies: One graded case study will be required throughout the semester. This case study will require field research and will be presented in both written (typed) and oral formats. (Oral format for Live sections only.)

D. Other Evaluation Methods: 10% of grade

Computer Assignments:
Computer sorting assignments using either Word or WordPerfect will be required. Approximately, three weeks of the course will include an introduction to MSAccess 97 database software. A database project using Access 97 will be completed.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>93 - 100</td>
</tr>
<tr>
<td>B+</td>
<td>90 - 92</td>
</tr>
<tr>
<td>B</td>
<td>85 - 89</td>
</tr>
<tr>
<td>C+</td>
<td>80 - 84</td>
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<tr>
<td>C</td>
<td>75 - 79</td>
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<tr>
<td>D</td>
<td>70 - 74</td>
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<tr>
<td>F</td>
<td>69 and below</td>
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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 must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Regular attendance is required to receive veteran's benefit pay. Instructors are required to report non-attendance of veterans to the Veterans Affairs Office which reports non-attendance to the Veterans Administration Regional Office. Payments are adjusted or canceled if attendance is not regular.

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.

C. 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.