ABOUT RECORDS & INFORMATION MANAGEMENT:

Records and Information Management (RIM) is responsible for guiding SCSU’s departmental efforts to safeguard official records and informational assets through the management, access, retention, storage, protection, and disposition of those assets. RIM also provides training and operational assistance for all University departments concerning their records retention and secure information management practices.

FROM THE TRENCHES

Essential Records — Paper Format:

Whether, private, public, or non-profit, all organizations have certain business operations that they must perform. If essential records are lost, damaged, destroyed, or otherwise rendered unavailable or unusable, mission critical operations will be curtailed or discontinued, resulting in adverse impact—and potentially damaging consequences—to an organization. Consequently, the protection of essential records is one of the most important components of a systematic records and information management program.

At SCSU, examples of essential records are:

- Student grades and transcripts
- Student class schedules
- Student emergency contact information
- Employee files
- Employee records
- Employee emergency contact info
- Benefits records
- Medical and health records
- Insurance files
- Research records and data
- Historical documents and charters
- Contracts and grants
- Real estate grants and deeds
- Accounting and payroll records
- Finance records

It is important that each department identify their essential records and ensure that they are properly protected. Then, should a disaster occur, these records will be easily accessed and, mission critical business operations such as student services, human resources, payroll, etc. will experience minimal disruption.

Protecting Essential Records:

1. Adhere to records retention guidelines.
2. Keep essential records separate from other records.
3. Keep records secure by locking them in cabinets when they are not being used.
4. Keep all records storage areas locked with access limited to relevant staff.
5. If possible, keep records in fireproof cabinets.
6. To guard against flooding damage, when storing records on shelves in basements or low-lying areas, secure the shelves against the wall, and be sure that the bottom shelf is a minimum of 6” above the ground.
7. Do not store essential records in bottom drawers of file cabinets.
8. Do not store records in areas prone to extreme temperature/humidity fluctuations.

DID YOU KNOW??

- Only 5% to 7% of organizational records are essential records.
- Essential records are not limited to paper but may also be in electronic/digital format.
- The most common ways records are damaged or lost are due to fire, water, and mold.
- An Essential Records Management Plan should be incorporated into an organization’s overall Business Continuity Plan.

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**Get To Know Your ARMLO—**

Connecticut’s Office of the Public Records Administrator (OPRA) mandates that each state agency designate an individual to serve as its Records Management Liaison Officer (RMLO). OPRA also recommends that each agency designate a sufficient number of individuals to serve as Assistant Records Management Liaison Officers (ARMLO) whose primary responsibility is to assist the RMLO in implementing a comprehensive, agency-wide records management program. Southern’s ARMLOs function as their division’s “authority” for all issues pertaining to records management—records retention, disposition, policies and procedures, etc.

**Shermaine Edmonds (x25019),** Administrative Assistant to the Chief Information Officer is the Assistant Records Management Liaison Officer for the **Office of Information Technology (OIT)**. As such, she oversees all records management activities for that area.

Shermaine has worked in SCSU’s OIT for 12 years. In her role, she manages the myriad day-to-day administrative tasks for the entire office and also maintains the CIO’s calendar. In addition, when necessary, she troubleshoots escalated Help Desk calls. In this capacity, she is required to be knowledgeable in SCSU, System Office, and State information technology policies and procedures.

A graduate of SCSU’s MBA program, she previously taught as an adjunct in the School of Business, and since 2004, has taught Basic Math to adults as part of the Eli Whitney Adult Education Program.

Married with two daughters, when not at SCSU, Shermaine keeps busy as the owner of SAC Events Planning Services, LLC and has over 17 years’ experience planning weddings, holiday parties, picnics, and corporate events.

**SCSU Records Spotlight—**

**The Academic Advisement Center**  
**Wintergreen Building**  
**Frank LaDore, Director**

The **Academic Advisement Center** assists in the advisement of all returning students who are undeclared, first time transfer students, and students who have declared Liberal Studies as a major.

Located in the Wintergreen Building, this student-focused office is responsible for helping students choose both required and elective courses. It’s primary objective is to assist new students, incoming transfer students, and undeclared majors in choosing courses required by SCSU’s general education and core curriculum.

The Academic Advisement Center fosters student success and retention by providing comprehensive academic support services and facilitating student transition to and within the university community. Individualized one-on-one advisement sessions allow students to carefully select their courses, as well as assist with other important decisions regarding a choice of major, changing majors, changes in academic policies, and other academic matters.

Because Academic Advisement’s records contain student information, state and federal records retention schedules govern the management of these records. In addition, confidentiality issues bring privacy laws into play. Consequently, adherence to records management guidelines and protocols is vital to the Academic Advisement Center to prevent the inappropriate disclosure of confidential student information.
SCSU Records & Information Management Website

Records and Information Management maintains a website where you may find answers to many, if not all, of your records management related questions:

- State of Connecticut records retention schedules, forms, and contact information
- Contact information for SCSU ARMLOs
- Information on disposing of old records
- RIM’s "For the Record..." bi-annual newsletter
- Information about records management in Connecticut and regulations specific to higher education
- Announcements about general records management related topics

Please take a moment to visit the site at www.southernct.edu/offices/recordsandinfo, and feel free to email Phil Koslowski or the ARMLO for your area (see below) with any feedback.

SCSU Assistant Records Management Liaisons (ARMLO)

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<tr>
<td>Beth Johnson</td>
<td>Office of the President</td>
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<td>Linda Robinson</td>
<td>Office of Academic Affairs</td>
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<td>Norma Valentin</td>
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<td>Nancy Chucta</td>
<td>Office of Student Affairs</td>
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<td>Shermaine Edmonds</td>
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<td>Tracey Owers</td>
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<td>Kimberly Massores</td>
<td>Office of Human Resources</td>
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REMINDERS — OPRA requires all state agencies to obtain approval before disposing of official records by completing an RC-108 Records Disposition Authorization for State Agencies. Once approval has been received, all official public records must be shredded in a secure manner. In addition, a certificate of destruction issued by the shredding vendor must be permanently maintained by the state agency.

Shred-It, Inc., under contract with the State, is the vendor SCSU uses to dispose of old records. To access SCSU’s shredding policies and procedures, see Disposing of Old Records on SCSU’s Records and Information Management’s website. If you would like more information on records management, retention, or disposition, please contact the ARMLO for your area or call Phil Koslowski at x26205.