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.

DID YOU KNOW??

- The @ symbol is a permanent part of the collection of the Museum of Modern Art in New York City.
- Raymond Samuel Tomlinson is a US programmer who implemented an email system in 1971 on the ARPANET. It was the first system able to send mail between users on different computers connected to the ARPAnet. Prior to that, mail could only be sent to those who used the same computer. To achieve this, he used the @ sign to separate the user from their machine. Ever since, this symbol has been used in email addresses.

FROM THE TRENCHES

E-mail...

...often the bane of our existence, but something that, in this day and age, has become part of our everyday lives—especially our working lives.

Each day at Southern, hundreds of e-mails are exchanged between faculty, staff, students, and others outside of the SCSU community. While this may seem obvious given the ubiquitous nature of email today, what may not be so obvious is that e-mail is subject to the same Connecticut records retention laws as paper records.

Pursuant to Connecticut General Statute, Section 1-200, “public records or files means any recorded data or information relating to the conduct of the public’s business prepared, owned, used, received, or retained by a public agency, or to which a public agency is entitled to receive a copy by law or contract under Section 1-218, whether such data or information be handwritten, typed, tape-recorded, printed, photostatted, photographed or recorded by any other method.”

But how do we distinguish which e-mails are official records from those that are not? Simple. Just like paper records, it’s the content of the message that matters. In accordance with state records retention laws and schedules, e-mail records should be evaluated for both their content and purpose to determine how long they should be retained.

According to the Office of the Public Records Administrator’s (OPRA) document, Frequently Asked Questions About E-mail, any e-mail sent or received in the conduct of public business is a public record. And, because these e-mails provide documentation of an agency’s day-to-day operations, employees are responsible for appropriately managing them—including the manner of their disposition.

For further information on managing e-mail records, see OPRA’s General Letter 2009-2 “Management and Retention of E-mail and other Electronic Messages.” This document provides guidance for managing and retaining various types of electronic messages including e-mail, fax, instant messaging, text messaging, and voice mail.
**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.

Kimberly Massores, Administrative Operations Assistant for the Office of Human Resources, arrived at Southern in the fall of 2013. She previously worked at Cytec Industries Inc., a specialty materials and chemical technology company as a Human Resources Assistant. At Southern, Kim provides a full range of administrative support to SCSU’s Human Resources’ team.

**SCSU Records Spotlight—**

**Center for Career Services**  
**Wintergreen Building**  
**Patricia Whelan, Associate Director**

The Center for Career Services, located in the front area of the Wintergreen Building, helps students discover and fulfill their career aspirations. It offers a comprehensive array of services, both at the Center and online, delivered by a friendly and knowledgeable staff.

By working with the staff, each student receives a customized experience designed to address his or her needs. Offering the most individualized experience are one-on-one appointments that allow students the opportunity to meet with a career counselor to discuss career related issues. The Center for Career Services also offers an array of options designed to help students choose a possible major or career path, prepare for interviews, and stay on track with their career planning. Included among these are on-site computers and a newsletter entitled “Career Connection” that offers career planning tips on self-preparation, networking, and job opportunities.

Career Services’ records are subject to Connecticut’s records retention laws. In fact, a section of the S5 Higher Education Records Retention Schedule was created specifically to govern Career Services’ records. Employer Records, Internship Records, and Student Career Placement and Planning Records are the three records categories subject to both state retention and disposition requirements. State approval is required before these records may be destroyed.
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 website 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 (ARMLOs)

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<tr>
<th>ARMLO</th>
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<tr>
<td>Beth Johnson</td>
<td>Office of the President</td>
<td>25253</td>
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<td>Linda Robinson</td>
<td>Office of Academic Affairs</td>
<td>26192</td>
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<td>Mildred Hernandez</td>
<td>Office of Diversity &amp; Equity</td>
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<td>Norma Valentin</td>
<td>Office of Finance &amp; Administration</td>
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<td>Nancy Chucta</td>
<td>Office of Student Affairs</td>
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<td>Shermaine Edmonds</td>
<td>Office of Information Technology</td>
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<td>Tracey Owers</td>
<td>Office of Institutional Advancement</td>
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<tr>
<td>Kimberly Massores</td>
<td>Office of Human Resources</td>
<td>26962</td>
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REMEMBER — 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.
April is National Records & Information Management Month!

National WHAT????? That’s right! Since 2002, Records and Information Management (RIM) professionals have devoted the entire month of April to promote best practices in records and information management.

Efficient records and information management is one of the best ways to increase your productivity simply because an organized workplace is more conducive to producing better ideas, better performance, and better results. In other words, good RIM helps YOU look good!

So, in honor of RIM Month, here are some information organizational tips:

1. Start NOW! Don’t wait for the end of the year or the start of the new one to organize your space. Practice good records management on a regular basis to avoid a pile up at the end of the year.

2. Organize your current records. For example, which documents do you use often, don’t use anymore, or use only occasionally for references purposes? Know your records and their functions. File, label, color code (my personal favorite!) documents by type, usage, date, purpose, etc.

3. Familiarize yourself with Connecticut’s records retention schedules and requirements for destroying official records.

4. Manage records retention by getting into the habit of moving inactive records to storage and of purging expired records.

5. Remember that records management is not limited to physical records but also applies to digital data. Organizing e-mails into folders and properly labeling them are effective techniques for a more organized e-mail system.

RIM is an essential business practice. Make your office life easier with efficient records & information management.

For questions about SCSU records and information management, contact Phil Koslowski, University Records Specialist at x26205 or at koslowski1@southernct.edu.