

SYLLABUS

COURSE NUMBER: AOAP 110
COURSE TITLE: RECORDS MANAGEMENT
CREDIT HOURS: 3

Catalog Description

Emphasizes a practical approach to the principles and practices of an effective records management program. Basic manual systems concepts are discussed, and the concepts needed for understanding electronic records storage and retrieval methods are introduced.

Semester Offered: Fall, Spring

Prerequisites: Reading 113 or equivalent; Eng 099

Common Student Learning Outcomes of San Juan College

Learn: Student will actively and independently acquire, apply, and adapt skills and knowledge to develop expertise and a broader understanding of the world as lifelong learners.

Think: Students will think analytically and creatively to explore ideas, make connections, draw conclusions, and solve problems.

Communicate: Students will exchange ideas and information with clarity and originality in multiple contexts.

Integrate: Students will demonstrate proficiency in the use of technologies in the broadest sense related to their field of study.

Act: Students will act purposefully, reflectively, and respectfully in diverse and complex environments.

General Learning Objectives

1. Understand the importance of maintaining different records media (paper and electronic records) used in the workplace.
2. Know records program fundamentals to manage all phases of the record life cycle.
3. Introduce the four filing methods and procedures to ensure the effectiveness of a records system.
4. Learn basic automated records systems to adapt indexing rules to computer application software.
5. Know the different types of equipment and supplies (manual and electronic) used in records management.
6. Apply management procedures to a records program because of their importance in decision-making in an organization.
7. Know the methods for controlling the records system and achieving the major goals of records management to provide an overall picture of a sound records and information management program.

Expected Learning Outcomes (related General Learning Objectives and Common Student Learning Outcomes are shown in parenthesis at the end of each outcome). Upon successful completion of this course, the student will be able to

1. Know how records are classified and used in an office. (1, 2, LTC)
2. Explain the relevant legislation that affects records management. (1, LTC)
3. Know the management functions necessary to operate a records management program. (1, 2, LTC)
4. Define the necessity of indexing rules for each of the four filing methods— alphabetic, subject, numeric, and geographic, and the importance of following these rules consistently. (3, LTCA)
5. Discuss the advantages and disadvantages of each filing method. (1, 2, 3, LTC)
6. Index, code, and arrange personal names in indexing order of units including names with compound surname, single letters and abbreviations, titles and suffixes, articles and particles. (1, 2, LTCA)
7. Catalog and arrange business/institution names in indexing order of units. (1, 2, LTCA)
8. Prepare and arrange cross-references for personal and business names. (1, 2, LTCA)
9. Apply the filing procedure for all filing methods. (3, LTCA)
10. Select appropriate subject categories to be used within an alphabetic arrangement. (2, 3, LTC)
11. Discuss the understanding and workings with records center software and describe how automated programs can be used in records management and be able to describe how ASCII values affect computer sorting. (3, 4, LTCIA)
12. Analyze and adjust filing segments for input into computer applications software and apply simple electronic file management.(3,4, LTCIA)
13. Explain the correspondence records management systems and recognize situations and records appropriate for the alphabetic, subject, numeric, and geographic records programs.(1, 2, LTC)
14. Identify the basic types of equipment and supplies used for correspondence storage. (5, LTC)
15. Describe the factors for selecting storage equipment and supplies before selection and design of a records system and how color can be used in correspondence storage.(5, LTC)
16. Apply the correspondence storage steps and know how to use a tickler file. (1, 2, 3, LTCA)
17. Summarize the use of a records retention schedule, and the retrieval, requisition, charge-out, and follow-up procedures. (1, 2, 6, LTCA)
18. Describe records activity, transfer methods, and transfer procedures, along with records center control procedures. (1, 2, 6, LTCA)
19. Compare the dictionary and encyclopedic file arrangements and describe the guides, folders, and labels used for the subject records storage and the geographic records storage. (2, 3, LTC)
20. Relate and describe the basic components of consecutive and non-consecutive numbering methods and their procedures. (2, 6, LTCA)

21. Convert an alphabetic records arrangement to a consecutive numeric records arrangement. (2, 6, LTC)
22. Differentiate the numeric storage modes of consecutive, terminal-digit, middle-digit, chronological, block-numeric, duplex-numeric, decimal-numeric, and alphanumeric coding. (2, 6, LTC)
23. Describe how indexing and coding for the geographic storage differ from indexing and coding for the alphabetic storage. (1, 2, 3, 6, LTC)
24. Explain the effect that e-commerce has on the geographic storage method. (1, 4, 6, 7, LTC)
25. Identify uses of electronic records. (1, 4, LTCI)
26. Discuss the systems concept as it relates to electronic records systems and describe indexing and retrieving electronic records. (1, 4, LTCI)
27. Describe types of storage equipment for active and inactive electronic records and know the fundamentals of electronic records retention. (1, 4, 5, LTCI)
28. Explain the need for electronic records system and network security and the need for records and information management software for electronic records. (5, 6, 7, LTCIA)
29. Know what *control* is as a records management function and identify the elements of a records and information management program. (6, 7, LTCA)
30. Be familiar with how the records management manual, knowledge management activities, a records inventory, records retention schedule, records audit, and a disaster recover plan function as tools in controlling a records and information management program. (6, 7, LTCA)
31. Describe the roles of efficiency, cost, and performance controls in controlling a records program and identify major costs of operating records programs and ways to control these costs. (6, 7, LTCA)
32. Explain the objectives of a forms control program and the guidelines for constructing a well-designed form. (7, LTCA)
33. Recognize how to control copy-making costs.(7, LTCA)
34. Outline principal costs involved in producing correspondence and suggest methods of reducing such costs. (7, LTCA)

General Assessment Methods include Tests (Objective and Finding), homework, project simulation (12 jobs), and computer applications using the Access program.

This syllabus developed by

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Fall, 2004

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Fall, 2004