



Course Description

Welcome to Records Management Operations! This course introduces the essentials of records management in a diverse organizational setting. It also presents the principles, methodologies, administration, tools, and techniques of electronic records management in various settings. We also consider how records management relates to and differs from document management.

Official INFO Course Description

Management operations for records control and use; preparation, organization, storage, retrieval, and dissemination. Preservation, security, and disposal problems. Planning and supervising records management programs. Departmental functions and organization. Data-processing applications and online systems. Prerequisite(s): None.

Course Prerequisites or Other Requirements

This course does not have any prerequisites.

Texts & Materials

There is no required text for this course.

Instructors:

Name: Mrs. Rosa Malave, Ph.D. Teaching Fellow

College of Information

Department of Information Science

University of North Texas

Pronouns: she/her/hers

Email: Rosa.Malave@unt.edu

Office Hours: By appointment or through email, Canvas Chat, and Zoom sessions

Course Overview and Objectives

After completing this course, the learner should be able to:

- Describe the basic concepts of records and document management (DM vs. RM)
- Analyze the role and function of records and records management in an organization
- Describe the formative steps of both records and document management

- Identify and apply best practices in the management of records in a variety of institutional settings
- Interpret the organizational, legal, and regulatory environment of records management practice
- Identify and evaluate the tools and technologies used to design and implement document and records management.
- Design specifications for records and document management

Course Structure

This course is taught exclusively online and is structured around 15 scheduled asynchronous modules. Each module can be accessed through the *Modules* tab on the left-hand navigation menu in Canvas and will open according to the course calendar. Assignments will be identified in the appropriate module with directions and instructions provided will be detailed. **Expect to devote at least nine hours per week to this course.**

Texts & Materials

There is no required text for this course.

Optional:

Publication Manual of the American Psychological Association (7th ed.). (2019). Washington, DC: American Psychological Association.

APA citation is required in this course. Links to additional citation aids are provided below.

Franks, P. C. (2013). *Records & Information Management*. Chicago: Neal-Schuman.

This text is 100% NOT required, but if you are seriously interested in obtaining certification in the future, it might be a useful resource.

You also might consider the updated version:

Franks, P. C. (2018). *Records & Information Management*. 2nd Edition. Chicago: Neal-Schuman.

Copyright Notice

Some or all of the materials in this course may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner unless fair use or another exemption under copyright law applies.

Course Technology & Skills

Minimum Technology Requirements

In this course, you will need access to a computer with the Canvas platform, reliable internet, a PDF viewer, speakers, a media viewer, and the UNT Library.

- For more info: [Canvas Technical Requirements](#)

Computer Skills & Digital Literacy

Course-specific technical skills learners must have to succeed in the course:

- Using Canvas
- Using email with attachments
- Applying basic formatting to Word documents

Technical Assistance

Part of working in the online environment involves dealing with the inconveniences and frustration that can arise when technology breaks down or does not perform as expected. Here at UNT, you can contact the Help Desk if you have issues with Canvas or other technical problems.

UIT Help Desk: [UIT Student Help Desk site](#)

Email: helpdesk@unt.edu

Phone: 940-565-2324

In Person: Sage Hall, Room 130

For additional support, visit [Canvas Technical Help](#)

Rules of Engagement

Rules of engagement refer to how the show is expected to interact with each other and its stakeholders. Here are some general guidelines:

- Treat your instructor, classmates, and yourself respectfully in face-to-face communication. Their opinion differs from your own and use the correct name and pronouns for your instructor and classmates.
- Speak from personal experiences. Use "I" statements to share thoughts and feelings. Try not to speak on behalf of groups or other individuals' experiences.
- Avoid using all caps while communicating digitally. This may be interpreted as "YELLING!"
- Be cautious when using humor or sarcasm in emails or discussion posts, as tone can be challenging to use digitally.
- Avoid using "text-talk" unless explicitly permitted by your instructor.
- Proofread and fact-check your sources.
- Remember that posts can be permanent, so think before typing.
- Any communication needs to be handled with a lot of respect.

See these [Engagement Guidelines](#) for more information.

Participation Expectations (Helpful to Students)

- Initial discussion posts should be **thoughtful, well-supported, and clearly written**.
- Responses to classmates should be **substantive** (e.g., build on ideas, ask meaningful questions, or connect concepts to course materials).
- Simply agreeing ("I agree") without explanation **does not count** as a response.

UNT Emergency Notification & Procedures

The calendar dates may change if there is a closing that impacts. UNT uses Eagle Alert to quickly notify students with critical information during emergencies (e.g., weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

University Technical Issues

The University is committed to providing all users with a reliable online course system. However, expected server outages or unusual technical difficulties prevent students from completing a time-sensitive assessment activity. In that case, the instructor will extend the time windows and provide appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk at helpdesk@unt.edu or 940.565.2324 and an obturator ticket number.

Grading Scale

Note: I use a point value scale based on 100. Rather than weighing assignment categories by percentage (e.g., discussion = 20%, final project = 50%), each task/assignment is assigned a point value. This allows you to keep a running tally of your current status in the class by visiting your Grades tool.

A = 90 - 100 pts

B = 80 - 85 pts
C = 70 - 79 pts
D = 60 - 69 pts
F = 59 pts or below

Project/Paper Format:

- APA citation format
- NO cover page
- Last name in the document header
- 1" margins (top, bottom, and sides) on all pages
- Font style: Times New Roman
- Font size: 12 point
- File name format: StudentLastName-AssignmentName (e.g., Bone-DMSReport)

Note: The required word processor for assignments is Microsoft Word.

Evaluation Points Summary

Note: I use a point value scale based on 100. Rather than weighing assignment categories by percentage (e.g., discussion = 20%, final project = 50%), each task/assignment is assigned a point value. This allows you to keep a running tally of your current status in the class by visiting your Grades tool.

11 Weekly Discussion/Participation - 5 points each; 55 total pts

Concept Quiz - 16 pts

Course Project - 29 total pts (Part 1: 10 points; Part 2: 8 points; Part 3: 11 points)

Course Evaluation Scale

A = 90 - 100 pts
B = 80 - 85 pts
C = 70 - 79 pts
D = 60 - 69 pts
F = 59 pts or below

When working with technology, it is never a good idea to wait until the last minute! You are encouraged to start your assignments early and submit them well before the deadline.

Evaluation Methods

Students are responsible for completing assignments on time, and the assignments should reflect senior-level attention to detail and professionalism. Evaluation will be based on thoughtful and valuable participation in the discussion boards and online chats.

Discussion boards will be graded within one week after that due date.

Quiz results will be seen immediately after taking a quiz.

The EDRM Environment Report, DM Specifications Report, and RM Specification Report should follow the guidelines and format.

Professional Expectations

All assignments should reflect the standards of professional academic work. Submissions must be:

- **Well-written and proofread** (clear grammar, spelling, and punctuation).
- **Thoughtful and thorough**, showing critical analysis rather than minimal effort.
- **Organized and polished** in formatting and presentation.
- **On time and complete**, following all instructions provided.

APA Format & Writing

Assignments

Each written assignment must follow the APA 7th format, be double-spaced, and all references should be prompted appropriately. Papers should be submitted in MS Word (.doc) format or as a PDF document.

Written assignments require including citations to relevant readings from course materials or other sources in support of the paper's topics, themes, and discussion posts. Use APA formatting for in-text citations and reference lists as required. You do not need to include a cover page or footnotes/endnotes.

Discussion

Discussion posts should follow APA guidelines for citations and references but should not be double-spaced.

Quality

All writing is expected to be of senior-level quality in both and written expression. Poor writing, grammar, spelling, or other mechanical deficiencies will detract from the score.

Note: The required word processor for assignments is Microsoft Word.

APA 7th Citation Resources

For citation style, please refer to The Publication Manual of the American Psychological Association, 7th ed., published October 2019 or 2020 [Available from APA Online].

The following online sources are also helpful for providing examples of the APA style with clear directions for its use.

- Free APA info from Purdue Online Writing Lab
 - In-Text Citations: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/in_text_citations_the_basics.html
 - Reference List: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/reference_list/basic_rules.html
- Citation Builder: <http://www.lib.ncsu.edu/lobo2/citationbuilder/citationbuilder.php>
- DOI finder: <http://www.crossref.org/guestquery/> - use this to identify the DOI (Digital Object Identifier)

Course Policies

Attendance Policy

Students must log into the course through Canvas multiple times weekly to view class announcements, check grades, and complete assignments. For more information, please see the University of North Texas' Attendance Policy.

Class P for more information about the UNT attendance policy

Participation is vital to online classes. The more you engage, the more you will get out of the class. The following is expected of each student enrolled in this course:

- Completion of course readings

- Full participation in online discussions
- Original creation and timely submission of graduate-level work
- Proper netiquette: The Center for Learning, Experimentation, Application, and Research provides [Online Communication Tips](#) to facilitate communication.

Late Work

Work is due on the assigned due date. It will be accepted for two additional days with a penalty of 10% per day. Work is only accepted 48 hours after its due date. If there are extenuating circumstances, please contact me as soon as possible so we can reevaluate your assignment deadlines.

Incomplete

A grade of "Incomplete" will not be assigned for this course.

Examination Policy

The quiz is an open book. Late quizzes will follow the course Late Work Policy stated above, but they do not need to. Although the quiz is an open book, students are still expected to complete it independently.

Assignment Policy

Use the syllabus to determine what is available and what the due dates are for related assignments and discussion posts. You are encouraged to work on tasks ahead of the scheduled times and submit them before the deadlines. All tasks are designed to highlight the module content.

All postings and submissions are **due at 11:59 p.m. Central Time on** the due date.

Instructor Responsibilities and Feedback

As your instructor, I will

- Provide clear and thorough instructions for all course assignments
- Respond to emails, Canvas inbox messages, and discussion board questions within 1-2 business days
- Grade all assignments within 1-2 weeks of their due dates
- Incorporate feedback provided to update and improve course content continually

Syllabus Change Policy

Sometimes, the instructor may need to change the assignments, grading criteria, and amendment due dates in this Syllabus. If this becomes a syllabus, the Syllabus will notify students of the changes via the Announcements section in Canvas and through Canvas email.

Course Evaluation

Student Perceptions of Teaching (SPOT) is UNL's student evaluation system. It allows students to confidentially provide constructive feedback to their instructor and department to improve the quality of their student experience. The course experience survey will be available during the semester's last three weeks.

UNT Policies

Academic Integrity Policy

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to, cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in various academic penalties or sanctions. View the full policy [here](#).

Department of Information Science Academic Integrity Policy

DIS instructors will impose the following academic penalties for violations of the DIS Academic Integrity and Misconduct Policy:

- **First Offense:** 0 for the assignment; it was at a Practicum site, and the site was denied.
- **Second Offense:** F (fail) for the course, entered in the grade book; Practicum application deferred for one semester.

Per UNT Policy 06.003, the course instructor retains the right to determine specific sanction courses and additional dentures that do not conflict with DIS or UNT policies.

This class does not permit the use of generative artificial intelligence tools (such as ChatGPT, DALL-E, and so on); any use of AI tools for work in this class may be considered a violation of the University's Academic Honesty policy, and the Student Conduct Code since the work is not your work-appropriate usage of artificial intelligence tools will result in failing the class.

ADA Policy

UNT makes reasonable academic accommodations for students with disabilities. Students seeking accommodation must contact the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time. However, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Students must obtain a new letter of accommodation for every semester and meet each faculty member before implementation in each class. For additional information, see the [ODA website](#).

Acceptable Student Behavior

Student behavior that interferes with an instructor's ability to conduct a class or other students' learning opportunities is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in inappropriate behavior will be directed to leave the classroom. The instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The University's expectations for student conduct apply to all instructional forums, including University and electronic classrooms, labs, discussion groups, field trips, etc. Visit UNT's [Code of Student Conduct](#) to learn more.

Important Notice for F-1 Students Taking Distance Education Courses

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the [Electronic Code of Federal Regulations website](#). The specific portion concerning distance education courses is located in Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the complete entire study requirement if the class is taken online or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to the completion of the class. An online or distance education course is a course that is offered principally through the use of television, audio, or computer transmission, including open broadcast, closed circuit, cable, microwave, or

satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no online or distance education classes may be considered to count toward a student's entire study requirement.

The University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experiences integral to completing this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. SSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about their participation in an on-campus experiential component for this course, s/he or she contacts the UNT International Student and Scholar Services Office (telephone at 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Academic Support Services

- [Academic Resource Center](#)
- [Academic Success Center](#)
- [UNT Libraries](#)
- [Writing Lab](#)