University of North Texas | Department of Information Science

INFO 4230 Records Management
Spring 2023

(Aug. 21 - Dec. 15)
(Subject to change as necessary)
All course assignments are due by 11:59 PM CST.

Course Description
Welcome to Records Management Operations! This course introduces the essentials of records management in a diverse organizational setting. It introduces 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.

Instructors:
Name: Mrs. Rosa Malave M.S, PH. D Teaching Fellow
College of Information
Department of Information Science
University of North Texas
Pronouns: she/her/hers
Email: rosamalave@my.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 due dates and instructions provided. **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, you might find it to 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 UNT Library.

- o For more info: Canvas Technical RequirementsLinks to an external site.
- o Computer Skills & Digital Literacy
- o Course-specific technical skills learners must have to succeed in the course:
- o Using Canvas
- o Using email with attachments
- o 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, we have a Student Help Desk that you can contact for help with Canvas or other technical issues.

UIT Help Desk: UIT Student Help Desk siteLinks to an external site.
Email: helpdesk@unt.edu
Phone: 940-565-2324
In Person: Sage Hall, Room 130
For additional support, visit Canvas Technical HelpLinks to an external site.

Rules of Engagement

Rules of engagement refer to the way students are expected to interact with each other and with their instructors. Here are some general guidelines:

- o Treat everyone - your instructor, classmates, and yourself - with respect in any communication online or face-to-face, even when their opinion differs from your own.
- o Ask for and use the correct name and pronouns for your instructor and classmates.
- o Speak from personal experiences. Use "I" statements to share thoughts and feelings. Try not to speak on behalf of groups or other individuals' experiences.
- o Avoid using all caps while communicating digitally. This may be interpreted as "YELLING!"
- o Be cautious when using humor or sarcasm in emails or discussion posts, as tone can be difficult to interpret digitally.
- o Avoid using "text-talk" unless explicitly permitted by your instructor.
- o Proofread and fact-check your sources.
- o Keep in mind that online posts can be permanent, so think first before you type.

While the freedom to express yourself is a fundamental human right, any communication that utilizes cruel and derogatory language based on race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law will not be tolerated.

See these Engagement GuidelinesLinks to an external site. for more information.

Course Requirements
UNT Emergency Notification & Procedures
The calendar dates may change if there is a campus closing that will impact a class. UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe 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, suppose any unexpected server outages or unusual technical difficulty prevents 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 obtain a 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

Assignments & Points Summary
Assignments are designed for theory, design, application and analysis of concepts and issues.
The assignments are as follows:
- Weekly discussion question (11 weekly posts). Students will post a valuable response to discussion questions and provide a minimum of one cogent peer response. 5 points each; 55 points
- Quiz: There is one short online quiz. 16 points
- Project: This is a portfolio project consisting of:
  - Part 1: EDRM Environment Description (including needs analysis section). 10 points
  - Part 2: Document Management System Description. 8 points
  - Part 3: Records Management System Description. 11 points

Further detailed instructions for each assignment are under the assignments section in Canvas.
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 points
- 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 weighting 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 each should follow the guidelines and format.
- APA Format & Writing
- Assignments
- Each written assignment must follow the APA 7th format, double-spaced, and all references should be properly cited. All 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 and themes and in 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 content 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 OnlineLinks to an external site.].
    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.htmlLinks to an external site.
        - Reference List: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/reference_list_basic_rules.htmlLinks to an external site.
    - Citation Builder: http://www.lib.ncsu.edu/lobo2/citationbuilder/citationbuilder.phpLinks to an external site.
    - DOI finder: http://www.crossref.org/guestquery/Links to an external site. - 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 about the UNT attendance policy, please visit the University of North Texas' Attendance PolicyLinks to an external site..

Class Participation
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 TipsLinks to an external site. 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. The quiz is not timed. Although the quiz is an open book, students are still expected to complete it independently.

Assignment Policy
Use the Syllabus to find out when each module will become available, along with the due dates 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
- Send you an assignment reminder. Please use a calendar so that you can complete all assignments.
- 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.

Communication Expectations:
For all course-related questions, please message me through Canvas, and I will respond within 24-36 hours during the week and 48 hours during the weekend. For personal matters, you can email me with your concerns or request a Zoom meeting. The instructor expects the student to respond and indicate that the communication was received once the instructor replies to the email.

Syllabus Change Policy
There are instances when the instructor may need to change the assignments, grading criteria, and/or assignment due dates listed in this syllabus. If this becomes necessary, the instructor will notify students of the changes via the Announcements section in Canvas and through Canvas email.

Course Evaluation

Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT. It allows students to confidentially provide constructive feedback to their instructor and department to improve the quality of student experiences in the course. The 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 ranging from admonition to expulsion from the University. View the full policy hereLinks to an external site..
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, 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 sanctions for their course and to set additional policies and procedures that do not conflict with DIS or UNT policies.

The use of generative artificial intelligence tools (such as ChatGPT, DALL-E, and so on) is not permitted in this class. As a result, 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 own work. Inappropriate 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 first register with 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 accommodation at any time. However, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member before implementation in each class. For additional information, see the ODA websiteLinks to an external site..
Prohibition of Discrimination, Harassment, and Retaliation (Policy 16.004)

The University of North Texas (UNT) prohibits discrimination and harassment because of race, color, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, disability, genetic information, veteran status, or any other characteristic protected under applicable federal or state law in its application and admission processes; educational programs and activities; employment policies, procedures, and processes; and university facilities. The University takes active measures to prevent such conduct and investigates and takes remedial action when appropriate.

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 unacceptable 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 ConductLinks to an external site. 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 websiteLinks to an external site.. 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 full course of study requirement if the class is taken on-line 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 full course of 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 in advance 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. ISSS 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 his or her need to participate in an on-campus experiential component for this course, s/he should contact 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
> > o Academic Resource CenterLinks to an external site.
> > o Academic Success CenterLinks to an external site.
> > o UNT LibrariesLinks to an external site.
> > o Writing LabLinks to an external site.

About Course Navigation:
The course is divided into 15 modules. Modules 6, 11, and 14 last two weeks because they are project modules; those are project weeks. Modules 9 and 10 and 12 and 13 are due the same week; I compiled those modules to give you more time for the project module during the semester.

Learning Modules are available in the Modules tab of the course menu. Each course Module has Module Overview and Module Materials sections. Module Materials include:
- Lecture Notes (required readings)
- Module Chapters (required readings).
- Module Readings
- Supplemental reading materials (use them to learn more about the module topic)

The course Modules also include Module discussion and Helpful Resources sections. Each module has assignments submitted by/on the due date indicated in the Schedule of Activities (available in the Syllabus tab). All course assignments are due by **11:59 PM CST** on the corresponding date.

Detailed instructions and grading rubric for all course assignments are available in the Canvas's Assignments tab of the course menu.

The instructor will send you reminders of the deadlines to the students. Please use a calendar so that you can complete all assignments.

Course Requirements

Module & Content	Task(s)
Mod 1: Introduction to the Course	Discussion post
Mod 2: Introduction to Documents & Records anagement	Discussion post and one response
Mod 3: Records Management Practices	Discussion board post and one response
Mod 4: Legal Issues	Discussion board post and one response
Mod 5: ERM vs. EDM: What's the Difference	Discussion board post and one response
Mod 6: ERM Project Environment	EDRM Environment Report
Mod 7: Records Management Policies & Procedures	Discussion board post and one response
Mod 8: Design & Implementation	Discussion board post and one response
Mod 9: Scanning & Capturing	Discussion board post and one response
Mod 10 Optical Character Recognition (OCR)	Discussion board post and one response
Mod 11: DMS Project Week	DM Specifications Report
Mod 12: Information Indexing	Discussion board post and one response
Mod 13: DRM Workflow	Discussion board post and one response
Mod 14: RMS Project Week	RM Specifications Report
Mod 15: The business case of RM	Quiz