Records Management (GBU 440)  
Fall 2019

Course Title: Records Management  
Number/Section: GBU 440-500  
Instructor: Dr. Ashley Hall  
Department: Business Communication and Legal Studies  
Office: McGee Business Building, 229J  
Phone: (936) 468-2968 (Answered during on campus office hours. If I don’t answer, send me an email.)  
Email: Brightspace email  
Use hallaa@sfasu.edu only if Brightspace is unavailable

Office Hours:  
Monday 8:30 – 10:30 a.m. (online)  
Tuesday 10 – 11:30 (office)  
Wednesday 9 a.m. – 12 p.m. (office); 1:30 – 3:30 p.m. (online)  
Thursday 9:30 – 11 a.m. (office)

Other times by appointment – Email me at least 48 hours in advance to schedule an appointment. Virtual appointments via Zoom are available upon request.

Dr. Hall’s Fall 2019 Class Schedule: GBU 310, GBU 330, and GBU 440 – online

Class Time and Place: This is a fully online course. Brightspace is the learning management system. Brightspace technical support is available at 936-468-1919. This is not a self-paced course. There are deadlines for every assignment.

Catalog Description:  
GBU 440 – Records management is an in-depth study of records management programs for organizations. Hands-on application is included with an appropriate database management software program.

Required Texts and Materials:  
Cengage Unlimited (ISBN: 9780357700006) – The materials required for this course are included in Cengage Unlimited, a subscription that gives you access to all your Cengage access codes and online textbooks for one fee. No matter how many Cengage products you use, they are included in Cengage Unlimited, and the price stays the same. You can purchase access to Cengage Unlimited in the bookstore or at cengage.com.
From the Cengage Unlimited subscription, GBU 440 will use a textbook and the SAM online program. The specific textbook we will use is Records Management 10th Edition by Judith Read & Mary Lea Ginn (ISBN: 9781305119161).

**Technology Requirements:**
- Reliable access to the Internet
- Access 2016 and Word 2016
  - You have access to Office 365 (which includes Access 2016 and Word 2016) through mySFA. For additional information, please visit [http://www.sfasu.edu/mysfa/o365/student/productivity-apps/](http://www.sfasu.edu/mysfa/o365/student/productivity-apps/)
  - **Note to Apple/Mac Users:** Microsoft Access does NOT work on a Mac, so you will need to use a Windows computer to complete the Access assignments. Computer labs are available on campus in the Steen library and the McGee Business building.
- A printer will be needed for some assignments.

**Course Procedures:**
You will need reliable Internet access to complete this online course. Visit Brightspace, SFA’s learning management system, at [d2l.sfasu.edu](http://d2l.sfasu.edu) regularly to keep up with assignments, contact the instructor, and receive information for your success in the course. All electronic communication from the instructor will be through Brightspace, and it is the student’s responsibility to check Brightspace regularly for instructions and emails.

**Important:** Brightspace email is internal, meaning that messages cannot be sent or received from outside Brightspace. Do NOT try to email someone by typing in their @sfasu.edu or @jacks.sfasu.edu email address in Brightspace. It will not work and you may or may not receive an error message/send failure notice. Use the Brightspace address book to email your instructor/classmates within Brightspace.

All written documents submitted should be Microsoft Word documents unless the instructions indicate otherwise. Assignments submitted in Pages, Microsoft Works, WordPerfect, graphics, or zipped files will not be accepted and your score on those assignments will be a zero (0).

**Program Learning Outcomes:**
Program learning outcomes define the knowledge, skills, and abilities students are expected to demonstrate upon completion of an academic program. These learning outcomes are regularly assessed to determine student learning and to evaluate overall program effectiveness. You may access the program learning outcomes for your
major and particular courses at http://www.sfasu.edu/cob/ug-plo.asp.

**Student Learning Outcomes:**
Upon completion of this course, the student should be able to:
1. Describe the value of effective records management in decision making and in improving organizational efficiency.
2. List the reasons for maintaining adequate records for litigation and for compliance with legislative and regulatory requirements.
3. Use filing rules used in records management.
4. Determine the role that records play as a historical reference.
5. Analyze the forms of media used for records.
6. Demonstrate the primary functions of a database and use the appropriate terminology.
7. Demonstrate the Microsoft Access 2016 database program in creating, editing, retrieving, querying, and updating records information.
8. Demonstrate the changing dynamic of technology as related to records management and electronic databases.
9. Apply class concepts in practical applications relating to business records.

**Course Methodologies:**
Any of the following methods may be used in the course: PowerPoint presentations, discussions, quizzes, hands-on work with Microsoft Access on computers, individual/team projects, lectures, etc.

You **MUST** have convenient access to Microsoft Office Access 2016. You can download it through your mySFA account or be willing to use the software in the McGee Computer Lab on the third floor of the McGee Business Building when that lab is available for student use. Some stations in the Steen Library computer lab also have Microsoft Access. **Again, you cannot run Access on an Apple/Mac computer as there is no comparable program.**

**Course Calendar:**
The tentative schedule appears at the end of this syllabus. Students will be notified of any scheduling changes via Brightspace course announcements. Unless otherwise noted, assignments are due by **11:59 p.m. every Wednesday**. It is your responsibility to plan ahead and meet the posted deadlines. All course deadlines are listed in Central Time.

**Time Commitment:** For this three-credit hour online course, you should plan to spend about 9 actual hours per week working on the course. During this time, you will be reading chapters in the textbook, participating in small group discussions, completing individual and group assignments, taking exams, completing SAM lessons, and developing projects. Some weeks you may find yourself spending more than 9 hours on the course.
Late Pass: You are allowed one late individual assignment (not an exam) during the semester. If you would like to use your late pass on a missed assignment, you must send Dr. Hall an email via Brightspace with the subject line “Using My Late Pass” within 24 hours of the missed deadline. If approved, this will grant you a 48 hour extension on the assignment without a grade penalty. Other than this one late assignment, late work will not be accepted without a documented excuse. Once your late pass is used, it’s used. You cannot later decide you’d like to use the late pass on an assignment worth more points. Use it wisely. If you don’t use your late pass, 10 bonus points will be awarded at the end of the semester.

Grading Policy:
There are multiple opportunities to earn points in the course. Grades can be accessed through Brightspace. You should check your posted grades often and email any questions. To compute your current grade at any point in the semester, add up all the points you have earned and divide by the total points possible at that time in the semester.

You must check your grades prior to the final exam and email your instructor with any questions. Unless you email prior to this time, you indicate that you are in agreement with the grades posted. This means you need to check for ERRORS (for example, a missing grade for an assignment that you think you completed on time). This does NOT mean asking for assignments to be accepted late or for extra credit opportunities to make up for missed deadlines.

Tentative Point Distribution

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
<th>Percentage of Final Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midterm exam</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Access exam</td>
<td>150</td>
<td>15%</td>
</tr>
<tr>
<td>Final exam</td>
<td>100</td>
<td>10%</td>
</tr>
<tr>
<td>Computer project</td>
<td>150</td>
<td>15%</td>
</tr>
<tr>
<td>Company report</td>
<td>150</td>
<td>15%</td>
</tr>
<tr>
<td>SAM Access assignments</td>
<td>200</td>
<td>20%</td>
</tr>
<tr>
<td>Quizzes and other assignments</td>
<td>150</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Total estimated points</strong></td>
<td><strong>1,000</strong></td>
<td></td>
</tr>
</tbody>
</table>

Grading Scale

A 90 – 100% of points
B 80 – 89% of points
C 70 – 79% of points
D 60 – 69% of points
F less than 60% of points
Quizzes and Exams:
All quizzes and exams in this class will be administered online through Brightspace. All material covered in the assigned readings may be the subject of questions on the quizzes and exams. Each quiz and exam closes at the time noted in the syllabus. Quizzes or exams not completed by the deadline will receive zero (0) points.

Proctoring:
The Access Exam must be proctored using either ProctorU (virtual proctoring) or the College of Business Testing Center (face-to-face proctoring).

There are two proctoring options for this exam:

1. The College of Business has set up a computer lab in the Business building as a “testing center” for online students. You will be required to present your student ID to check into the testing center, and the testing center will have computers set up for you to take the exam. Further details on the testing center hours and instructions for utilizing it will be uploaded to Brightspace.

2. If you cannot come to the testing center to take your exam, you can arrange to have your exam proctored online utilizing the service ProctorU. The proctoring fee is paid by the university if the exam is scheduled at least 72 hours in advance. If you try to schedule your exam with 72 hours of taking it, you will have to pay the proctoring fee.

ProctorU is an online proctoring service using live proctors, and allows you to take an online exam while being proctored by a live person at a remote location. Taking an exam through ProctorU requires that you have a functioning webcam and microphone. In addition, you will need a reflective surface, such as a hand mirror, CD, or DVD to make sure there is no material (such as sticky notes) on the monitor. You will also need access to a desktop or laptop computer. Tablets, smartphones, Chromebooks, and other mobile devices are not supported at this time.

If you elect to use ProctorU to take the exam, please note the following:

- It is your responsibility to schedule your exam and abide by all rules for bringing only appropriate materials into your testing area. You will need to provide photo identification to your proctor prior to taking your exam. Appropriate identification includes: driver’s license, SFA student ID, passport, or other government-issued photo identification.
- When you schedule your exam, be sure to take into account that verifying your identity and validating the integrity of your testing area will take a few minutes. Thus, you must schedule your proctoring appointment for a time at least 30 minutes before the exam is set to expire to ensure that you can go through the set up process in time to begin the exam in the allotted time.
Before scheduling your exam, you need to ensure your computer is compatible with ProctorU’s software.

In the weeks/months before your exam, follow these steps to learn how ProctorU works and how to schedule an exam.

- Visit ProctorU - How It Works for an overview of how ProctorU works.
- Go to Test My Computer to test out your computer to see if everything such as your webcam, microphone, bandwidth, etc. meet the requirements for ProctorU.
- You can also visit Technical Specifications for Using ProctorU to see required specifications. Note: Google Chrome is the best browser to use when taking an exam with ProctorU.
- Additional specific information is available at ProctorU.com.

**Final Exam:**
The final exam covers chapters 8 – 14. The exam will be available in Brightspace from Saturday, December 7, 2019, until 11:59 p.m. on Tuesday, December 10, 2019.

**Projects:**
Two projects for this course reinforce the theory and include an opportunity for practical applications. You may choose whether to complete the projects individually or in a group. If you choose to work in a group, every member must be involved in the project.

The first project is the **Company Report**. In this project, students have the opportunity to see records management in action by visiting a company and conducting an interview with a person who is in charge of records at a company location. If you choose to work in a group, all group members must meet and interview the company official. After the company official is interviewed, an analytical report about the company is written. Additional information about the project will be provided on Brightspace.

The second project is the **Computer Project**. This project involves using a provided database to answer business questions and interpret the data. Criteria will be available on Brightspace. For a team to complete this project, arrangements should be made so that they can work together on the project. This project does not work well as a “divide and conquer” activity. It works better with students interacting and assisting each other throughout the project. You can use a virtual team approach and use team discussion boards and chats to work together both synchronously (at the same time) and asynchronously (at different times). Additional information about the project will be provided on Brightspace.

**Online Attendance:**
This is an online course. There are, however, specific deadlines. Students are expected
to log in to the course on a regular basis and be a contributing member to the class. Feel free to work ahead so that you are not scrambling to submit work at the last minute. Assignments are typically available for multiple weeks. It is your responsibility to look at the assignment and ask questions prior to the night the work is due. If you wait to ask questions, you may or may not receive a response in time to submit the assignment by the deadline.

**Academic Integrity:**
All work submitted in this course must be completed by **you, this** semester, for **this** section of the course. You cannot “recycle” any work from other courses you have taken (here or elsewhere) or any previous time you may have attempted this course. If it is discovered that you have turned in any part of an individual or team assignment from a previous semester/course, you will receive a zero (0) for the assignment. Assignments will be subject to TurnItIn verification when submitted to the Brightspace dropbox.

Unless designated a group assignment, all work is to be individual work and collaboration with other students or individuals is not allowed. **Collaborating with others on the quizzes or exams is considered cheating and a violation of SFA’s academic dishonesty policy, which will result in appropriate consequences.**

**Student Academic Dishonesty (University Policy 4.1)**

Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

**Definition of Academic Dishonesty**

Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to (1) using or attempting to use unauthorized materials on any assignment or exam; (2) falsifying or inventing of any information, including citations, on an assigned exercise; and/or (3) helping or attempting to help another in an act of cheating or plagiarism. Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to (1) submitting an assignment as if it were one’s own work when is at least partly the work of another person; (2) submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or (3) incorporating the words or ideas of an author into one's paper without giving the author credit. Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university. Please read the complete policy at [http://www.sfasu.edu/policies/4.1-student-academic-dishonesty.pdf](http://www.sfasu.edu/policies/4.1-student-academic-dishonesty.pdf)

**Withheld Grades – Course Grades (University Policy 5.5)**

At the discretion of the instructor of record and with the approval of the academic
unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy related to active military service. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average. Please refer to the complete policy at http://www.sfasu.edu/policies/5.5_course-grades.pdf

Students with Disabilities
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Room 325 in the Human Services Building, 468-3004/468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Student Conduct (University Policy 10.4)
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (see the full Student Conduct Code at http://www.sfasu.edu/policies/student-code-of-conduct-10.4.pdf). Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic, or other penalties. This prohibition applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare Early Alert Program. This program provides students with recommendations for resources or other assistance that is available to help SFA students succeed.

Other Policies/Procedures

Communication: The primary contact method will be by email through Brightspace. You should check your email for this class regularly. I make every attempt to respond to students in a reasonable amount of time. My policy is to answer emails within 48 hours. You can usually expect to receive a response within 24 hours; however, please remember that I am not on call 24 hours a day. If you wait until shortly before assignments are due to address questions to me on the assignment, you may or may not get an answer before the deadline arrives.

Teams: Teams may be utilized for various activities. Team member evaluations may be used to calculate individual grades for team participation and completion of
assignments. A student who does not complete his or her part of the work in a team will receive the grade earned by his or her level of participation.

**Professional Courtesy:** This class will be conducted in a professional manner. This means 1) submit work on time - no excuses, 2) avoid profanity and/or offensive language in your communication, and 3) participate fully and courteously with your team members. In regards to courtesy to others in the class and on your team, do not send harassing emails, texts, or messages using offensive language. Such communication may result in a reduction of the sender’s grade.

**Submission Policy:** All assignments and projects are to be turned in on time by the due date and must be submitted in the file format designated in the assignment (i.e. Word document, pdf file, Access file, etc.) Assignments are to be submitted by uploading prior to the ending time indicated on the assignment. Plan ahead!

Do not make the mistake of submitting a file with the file extension .Ink or a file with the document name beginning with a $ replacing the first letter of the file name. Look at the file name you have uploaded. If it has either of these problems you need to delete the file you have uploaded and upload again. The .Ink usually occurs when you have placed a link to a file on your desktop and uploaded from there. The $ in front of the file name usually means you have the file open and instead of choosing the file, you have chosen the temporary file. In either case, the file will not open when submitted meaning I will have nothing to grade, and you will receive a zero.

All writing assignments will be graded on both content and mechanics. Your work is a representation of you, and soon to be of the company for which you will be working. You need to avoid spelling, punctuation, and grammar errors in your writing in order to project a professional skill level. Therefore, these aspects will be included along with the content when determining your grade on each assignment.

**Make-up Policy:** Since all of the work is available online, not many excuses will be accepted. If you are on school business, arrangements should be made **before** the missed deadline.

A grade of zero (0) will be assigned for missed work, except in the following situations:
- Serious illness verified by a doctor’s note with a statement of inability to submit work online
- Personal or family emergency (documented appropriately)
- Official school business (with documentation from the appropriate campus representative)

The student must provide documentation for the excused absence. Notes from the school’s Health Clinic must specifically state that the student is unable to complete

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online work that day to be considered an excused absence. In case of an extreme emergency that prevents you from taking an exam, contact me before the scheduled examination if at all possible. If it is not possible, contact me as soon as possible after the emergency is resolved. Failure to do so may result in an examination grade of zero. Please see your General Bulletin for a further explanation of excused absences. Makeup exams for non-excused absences will be determined at the sole discretion of the instructor.

**Cheating and Plagiarism:** An assignment where plagiarism exists will receive a zero. See the SFA website for the university policy on cheating and plagiarism. All incidents will be reported to the Dean of the College of Business.

**Technology Requirements:** It is your responsibility to acquire a consistent, stable, dependable computer and Internet connection with which to complete the assignments for the course by the deadlines indicated on the Course Schedule. It is not the responsibility of the instructor to provide additional time for assignments or exams or an alternative means of completing the course due to technological issues on your part. Plan ahead!

This syllabus represents a “best” plan for the course; but, as with most plans, it is subject to change. Any necessary changes in this syllabus will be announced via Brightspace.
# Tentative Course Schedule

<table>
<thead>
<tr>
<th>Unit</th>
<th>Reading</th>
<th>Assignment</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>• Course Information – Brightspace&lt;br&gt; • Chapter 1 – Records and Information Management</td>
<td>• Syllabus quiz&lt;br&gt; • Introduction discussion board</td>
<td>8/28</td>
</tr>
<tr>
<td>2</td>
<td>• Chapter 2 – The RIM Environment</td>
<td>• Discussion board post*&lt;br&gt; • SAM Access 1 training and exam&lt;br&gt; • SAM Access 2 training and exam</td>
<td>9/4</td>
</tr>
<tr>
<td>3</td>
<td>• Chapter 3 – Alphabetic Indexing Rules 1-4</td>
<td>• Quiz: rules 1-4&lt;br&gt; • Company selection discussion board post&lt;br&gt; • SAM Access 3 training and exam</td>
<td>9/11</td>
</tr>
<tr>
<td>4</td>
<td>• Chapter 4 – Alphabetic Indexing Rules 5-8</td>
<td>• Quiz: rules 5-8&lt;br&gt; • SAM Access 4 training and exam</td>
<td>9/18</td>
</tr>
<tr>
<td>5</td>
<td>• Chapter 5 – Alphabetic Indexing Rules 9-10</td>
<td>• Quiz: chapters 1-5&lt;br&gt; • SAM Access 5 training and exam</td>
<td>9/25</td>
</tr>
<tr>
<td>6</td>
<td>• Chapter 6 – Alphabetic Records Management, Equipment, and Procedures</td>
<td>• Discussion board post*&lt;br&gt; • SAM Access 6 training and exam</td>
<td>10/2</td>
</tr>
<tr>
<td>7</td>
<td>• Chapter 7 – Storing, Retrieving, and Transferring Records</td>
<td>• SAM Access 7 training and exam&lt;br&gt; • Midterm (Chapters 1 – 7)</td>
<td>10/9</td>
</tr>
<tr>
<td>8</td>
<td>• Chapter 8 – Subject Records Management</td>
<td>• SAM Access 8 training and exam&lt;br&gt; • Company Report</td>
<td>10/16</td>
</tr>
<tr>
<td>9</td>
<td>• Chapter 9 – Numeric Records Management</td>
<td>• SAM Access Exam [must be proctored]</td>
<td>10/23</td>
</tr>
<tr>
<td>10</td>
<td>• Chapter 10 – Geographic Records Management</td>
<td>• Computer Project Planning Guide</td>
<td>10/30</td>
</tr>
<tr>
<td>11</td>
<td>• Chapter 11 – Electronic Records File Management</td>
<td>• Quiz Ch. 8 – 11&lt;br&gt; • Computer Project Planning Guide</td>
<td>11/6</td>
</tr>
<tr>
<td>12</td>
<td>• Chapter 12 – Electronic Media and Image Records</td>
<td>• Computer Project</td>
<td>11/13</td>
</tr>
<tr>
<td>13</td>
<td>• Chapter 13 – Electronic Records Management Tools and Processes</td>
<td>• Discussion board post*</td>
<td>11/20</td>
</tr>
</tbody>
</table>

*Initial discussion board post due by 11:59 p.m. Monday. Two replies due by 11:59 p.m. Wednesday.*