



**Business Technology
Central College**

POFT 1319—Records Management I

CRN 29960 – Spring 2013

80 hours per semester-16 weeks (Regular Term/RT) or **8 weeks** (Second Start/SS)

DISTANCE EDUCATION

SCANS Competencies Included

INSTRUCTOR: Rita Punch-Lagard, MBA

INSTRUCTOR CONTACT INFORMATION:

Phone: (713) 718-6034

E-mail: **Eagle Online—This is within your class. Please use this email.**

Alternate e-mail: rita.punch-lagard@hccs.edu

(I will respond to voice and email messages within 24 hours)

OFFICE LOCATION AND HOURS

Please feel free to contact me concerning any problems that you are experiencing in this course. You do not need to wait until you have received a poor grade before asking for my assistance. Your performance in my class is very important to me. I am available to hear your concerns and just to discuss course topics. **Office hours are upon request.**

FINAL EXAM: To Be Announced

LAST DAY FOR ADMINISTRATIVE & STUDENT WITHDRAWALS: July 8, 2013, 4:30 p.m. **ANY DROPS AFTER THIS DATE, YOU “WILL” RECEIVE AN “F” or “FX”.**

COURSE DESCRIPTION

POFT 1319: Introduction to basic records and information management which includes the life cycle of a record, manual and electronic records management and basic filing procedures and rules:

1. The student will identify the stages in the life cycle of a record.
2. The student will file and retrieve records using alphabetic, numeric, geographic, and subject filing systems, input, index, code, and cross-reference records.
3. The student will use tickler file, requisition. And charge-out procedures and differentiate between manual and electronic filing.

COURSE PREREQUISITES:NONE

PROGRAM LEARNING OUTCOMES

The student will be able to:

1. The student will be able to read, listen, speak, and write proficiently.
2. The student will be able to apply keyboarding and document processing skills to specific office applications.
3. The student will be able to use appropriate tools and processes such as records management, accounting fundamentals, and software applications in word processing, spreadsheet, database, and presentations to manage information.
4. The student will be able to apply organizational skills to the management of projects, daily, schedules, multiple tasks, and unexpected interruptions.

STUDENT LEARNING OUTCOMES

Students will:

1. Describe how records are classified and used in an office.
2. Compare early and modern records management operations.
3. Describe the management functions necessary to operate a records management program effectively.
4. Explain the necessity for indexing rules in alphabetic storage of names and the importance of following these rules consistently.
5. Describe the roles of efficiency, cost, and performance controls in controlling a records and information management program.

LEARNING OBJECTIVES

1. Index, code, and arrange personal and business names in indexing order of units (1.1; 1.2; 1.3; 1.4; 1.5).
2. Select appropriate subject categories to be used within an alphabetic arrangement (1.2; 1.4).
3. Describe how databases can be used in records management (1.5).
4. Describe and apply simple electronic file management (1.2; 1.3).
5. Analyze and adjust filing segments for input into computer applications software (1.1; 1.5).

SCANS

Manage Resources: Identifies, organizes, plans, and allocates resources

Students in POFT 1319—Records and Information Management I have to be able to appropriately allocate their time in order to complete class assignments in a timely fashion. They must be able to budget their time and perform class-related activities as assigned on a weekly basis. Students also perform various general activities as well as workbook activities related to records management. They also produce data base projects using a data base software product.

POFT 1319

Scans or Core Curriculum Statement and Other Standards

Credit: 3 (3 lecture)

Statement of Workplace and Foundation Competencies

Houston Community College is determined to prepare students with the knowledge and skill students need to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for POFT 1319—Records and Information Management I.

Workplace Competencies

Manage Resources: Identifies, organizes, plans, and allocates resources

Students in POFT 1319—Records and Information Management I have to be able to appropriately allocate their time in order to complete class assignments in a timely fashion. They must be able to budget their time and perform class-related activities as assigned on a weekly basis. Students also perform various general activities as well as workbook activities related to records management. They also produce data base projects using a data base software product.

Interpersonal: Works with others

Students in POFT 1319—Records and Information Management I at times work together in groups. Many times these groups are randomly selected, thus giving the students an opportunity to interact with different types of students. Students must learn to use leadership skills, learning skills, negotiating skills, and evaluating skills as they work together to accomplish a common goal.

Information: Acquires and uses information

Students in POFT 1319—Records and Information Management I must acquire the proper information in order to successfully complete the course. Sources include classroom lectures, the text, the Internet, and reference books available in the classroom. Most importantly, students must use computers to process information and to perform various tasks.

Technology: Works with a variety of technologies

Students in POFT 1319—Records and Information Management I must work with data base technology specific to records management tasks.

Foundation Skills

Students in POFT1319—Records and Information Management I must demonstrate basic skills: read, write, listen and speak. The student must learn to locate, understand, and interpret written information from the textbook, workbook, and data base computer application.

Students in POFT 1319—Records and Information Management I must demonstrate thinking skills: think creatively, make decisions, solve problems, visualize, know how to learn, and reason in many activities regarding records management.

Students in POFT 1319—Records and Information Management I must also demonstrate personal qualities: display--responsibility, self-esteem, sociability, self-management, and integrity and honesty.

Five Competencies

Resources: Identifies, organizes, plans, and allocates resources

- A. Time—Selects good relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. Money—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. Material and Facilities—Acquires, stores, allocates, and uses materials or space efficiently
- D. Human Resources—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- A. Participates as Member of a Team—contributes to group effort
- B. Teaches Others New Skills
- C. Serves Clients/Customers—works to satisfy customers' expectations
- D. Exercises Leadership—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. Negotiates—Works toward agreements involving exchange of resources, resolves divergent interests
- F. Works with Diversity—works well with men and women from diverse backgrounds.

Information: Acquires and uses information

- A. Acquires and Evaluates Information
- B. Organizes and Maintains Information
- C. Interprets and Communicates Information
- D. Uses Computers to Process Information

Systems: Understands complex inter-relationships

- A. Understands Systems—knows how social, organizational, and technological systems work and operates effectively with them
- B. Monitors and Corrects performance—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. Improves or Designs Systems—suggests modifications to existing systems and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- A. Selects Technology—chooses procedures, tools or equipment including computers and related technologies
- B. Applies Technology to Task—understands overall intent and proper procedures for setup and operation of equipment
- C. Maintains and Troubleshoots Equipment—prevents, identifies, or solves problems with equipment, including computers and other technologies

A THREE-PART FOUNDATION

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. Reading—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. Writing—communicates thought, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. Arithmetic/Mathematics—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. Listening—receives, attends to, interprets, and responds to verbal messages and other cues
- E. Speaking—organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

- A. Creative Thinking—generates new ideas
- B. Decision Making—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternatives
- C. Problem Solving—Recognizes problems and devises and implements plan of action
- D. Seeing Things in the Mind's Eye—organizes, and processes symbols, pictures, graphs, objects, and other information
- E. Knowing How to Learn—uses efficient learning techniques to acquire and apply new knowledge and skills
- F. Reasoning—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

- A. Responsibility—exerts a high level of effort and perseveres towards goal attainment
- B. Self-Esteem—believes in own self-worth and maintains a positive view of self
- C. Sociability—demonstrates understanding, friendliness, and adaptability, empathy, and politeness in-group settings.
- D. Self-Management—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. Integrity/Honesty—chooses ethical courses of action

8 WEEK CALENDAR

WEEK ONE

Chapter 1: What Is Records Management?

WEEK TWO

Chapter 2: Alphabetic Indexing Rules 1-4

WEEK THREE

Chapter 2: Alphabetic Indexing Rules 1-4 (cont...)

WEEK FOUR

Chapter 3: Alphabetic Indexing Rules 5-8

WEEK FIVE

Chapter 4: Alphabetic Indexing Rules 9-10

EXAM 1: Chapters 1-4

WEEK SIX

Chapter 5: Electronic File management

WEEK SEVEN

Chapter 6: Alphabetic Records Management, Equipment, and Procedures

WEEK EIGHT

Chapter 7: Storing, Retrieving, and Transferring Records

WEEK NINE

Chapter 8: Subject Records Management

EXAM 2: Chapters 5-8

WEEK TEN

Chapter 9: Numeric Records Management

WEEK ELEVEN

Chapter 10: Geographic Records Management

WEEK TWELVE

Chapter 11: Electronic and Image Records

WEEK THIRTEEN

Chapter 12: The Records and Information Management Program

WEEK FOURTEEN

EXAM 3: Chapters 9-12

WEEK FIFTEEN

Semester Project

WEEK SIXTEEN

FINAL EXAM

INSTRUCTIONAL METHODS

POFT 1319 is a required course for certain Business Technology certificate and AAS degrees.

As an instructor, I want my students to be successful. I feel that it is my responsibility to provide students with knowledge concerning records and information management, modeling good teaching strategies, and organizing and monitoring the field experience that allows students to connect the information that students learn in this course to the real world of education.

As a student wanting to learn about records and information management, it is student's responsibility to read the textbook, submit assignments on the due dates, study for the exams, participate in activities, and attend class.

STUDENT ASSIGNMENTS

Assignments have been developed that will enhance your learning. To better understand a topic, you will be given assignments on key information that you will need to remember for your success in reaching your goals.

LATE ASSIGNMENTS

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Work submitted later than the due date will be lowered by **10 percent per day** (at the discretion of instructor). **No assignment will be accepted if more than 3 days late**. Place your **name and the assignment name** on all submitted assignments. **Assignments later than 3 days will not be accepted** without documented emergencies. If the student has exceeded six absences, no work will be accepted late and the excessive absences will result in the student being dropped.

MAKE-UP TEST POLICY

Students are expected to adhere to the weekly schedule of assignments and tests. Make-Up Test at the discretion of Professor.

Instructor Requirements

As instructor, it is my responsibility to:

Provide the grading scale and detailed grading formula explaining how student grades are to be derived

- Facilitate an effective learning environment through class activities, discussions, and lectures
- Description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness and make up
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required.

To be successful in this class, it is the student's responsibility to:

- Attend class and participate in class activities
- Read and comprehend the textbook
- Complete the required assignments and exams on time:
- Ask for help when there is a question or problem
- Complete the field study with a 70% passing score

PROGRAM/DISCIPLINE REQUIREMENTS

Business Technology is determined to prepare students with the knowledge and skills needed to succeed in today's dynamic work environment. Students in Computer Applications I must be able to budget their time and perform class-related activities as assigned on a weekly basis. Opportunities are provided for students to recognize the important role personal qualities play in the office environment and activities have been enhanced to help students develop the attitudes and interpersonal skills that are in demand by employers.

Degree Plan

Students are encouraged to file a degree plan with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor for Degree Plan information or contact the Business Technology Department for information about filing a degree plan.

Virtual Career Center

The Virtual Career Center assist HCC Students and Alumni with career planning, assessments, job search and soft-skills training. Orientations and registration are available at all Southwest College Campuses.

<http://www.hccs.edu/hccs/current-students/career-planning-and-resources/suthwest-college>

GRADING

HCCS Grading System

The Houston Community College grading system will be used to evaluate students' performance in this course.

Grade	Score
A-Excellent	90-100
B-Good	80-89
C-Fair	70-79
D-Passing	60-69
F-Failure	0-59

Student Evaluation

The following departmental grading system will be used to evaluate students' performances in this course:

Textbook Exercises/Discussion Questions	30%
Tests	50%
Final Exam	20%

***LOWEST TEST SCORE EARNED "WILL BE DROPPED"!(TEST 1, TEST 2, or TEST3)**

***LOWEST ASSIGNMENT GRADE EARNED "WILL BE DROPPED"!**

"FINAL EXAM WILL NOT BE DROPPED." (You are required to take the Final Exam).

INSTRUCTIONAL MATERIALS

Records Management. 9th Edition. Authors: Judith Read-Smith,

Mary Lea Ginn. And Norman F. Kallus Publishers South-Western.

Text/Data Disk Package ISBN# 9780538731416 **DO NOT PURCHASE THE SIMULATION PACKAGE**

- USB Flash Drive

Help Desk phone number: **713-718-8800**

STUDENT INFORMATION

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook.

HCC COURSE WITHDRAWAL AND ATTENDANCE POLICY

HCC Course Withdrawal Policy (updated 7/26/2010)

Beginning Fall 2007, the State of Texas imposes penalties on students who drop courses excessively. Students are limited to no more than SIX total course withdrawals throughout their educational career at a Texas public college or university.

To help you avoid having to drop/withdraw from any class, contact you DE professor regarding your academic performance. You may also want to contact your DE counselor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.). HCC has instituted an Early Alert process by which your professor may “alert” and DE counselors that you might fail a class because of excessive absences and/or poor academic performance.

Students should check HCC’s Academic Calendar by Term for drop/withdrawal dates and deadlines. If a student decides to drop or withdraw from a class upon careful review of other options, the student can drop online prior to the deadline through their HCC Student Service Center:

<http://hccsaweb.hccs.edu:8080/psp/csprd/?cmd=login&languageCd=ENG>

Class of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines.

Please contact the HCC Registrar’s Office at 713.718.8500 to determine mini-term class withdrawal deadlines.

CLASS ATTENDANCE

As stated in the HCC Catalog, all students are expected to attend classes regularly. Students in DE courses must log in to their eagle class or they will be counted as absent. Just like an on-campus class, your regular participation is required.

Although it is the responsibility of the student to drop a course for non-attendance, the instructor also has the authority to block a student from accessing eagle on-line system, and/or to drop a student for excessive absences or failure to participate regularly. DE students who do not log in to their eagle on-line class before the Official Day of Record will be AUTOMATICALLY dropped for non-attendance. Completing the DE online orientation does not count as attendance.

EARLY ALERT

HCC has instituted an Early Alert process by which your professor may “alert” you and DE counselors that you might fail a class because of excessive absences and/or poor academic performance.

INTERNATIONAL STUDENTS

Contact the International Student Office at 713-718-8520 if you have questions about your visa status.

STUDENTS WITH DISABILITIES

Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the appropriate HCC Disability Support Service (DSS) Counselor at the beginning of each semester. Instructors are authorized to provide only the HCC DSSO approved accommodations but must do so in a timely manner.

Students who are requesting special testing accommodations must first contact the appropriate (most convenient) DSS office for assistance each semester:

DISABILITY SUPPORT SERVICES OFFICES:

System: 713.718.5165

Central: 713.718.6164—also for Deaf and Hard of Hearing Services and Students Outside of the HCC District service areas.

Northwest: 713.718.5422

Northeast: 713.718.8420

Southeast: 713.718.7218

Southwest: 713.718.7909

After student accommodation letters have been approved by the DSS office and submitted to DE Counseling for processing, students will receive an email confirmation informing them of the Instructional Support Specialist (ISS) assigned to their professor.

ONLINE TUTORING

HCC provides free online tutoring in writing, math, science, and other subjects. How to access ASKOnline: Click on the Ask Online button in the upper right corner of the Blackboard course listings page. This directs students to the HCC AskOnline Tutoring site: <http://hccs.askonline.net/>. Use your student ID or HCC e-mail address to create an account. Instructions, including a 5-minute video, are provided to make you familiar with the capabilities of this service.

ACADEMIC DISHONESTY

You are expected to be familiar with the College's Policy on Academic Honesty, found in the catalog and student handbook. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty.

"Scholastic dishonesty": includes, but is not limited to, cheating on a test, plagiarism, and collusion.

Cheating on a test includes:

- Copying from another students' test paper;
- Using materials not authorized by the person giving the test;
- Collaborating with another student during a test without authorization;
- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered.

Plagiarism means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

Collusion means the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation for probation or dismissal from the College System. (See the Student Handbook)

Academic dishonesty can result in a grade of **E** or **Q** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Distance Education Student Handbook-(for further information regarding Academic Dishonesty refer to http://distance.hccs.edu/de-counseling/DE_student_handbook.htm).

REPEAT COURSE FEE

The State of Texas encourages students to complete college without having to repeat failed classes. To increase student success, students who repeat the same course more than twice, are required to pay extra tuition. The purpose of this extra tuition fee is to encourage students to pass their courses and to graduate. Effective fall 2006, HCC will charge a higher tuition rate to students registering the third or subsequent time for a course. If you are considering course withdrawal because you are not earning passing grades, confer with your instructor/counselor as early as possible about your study habits, reading and writing homework, test taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.

CLASSROOM BEHAVIOR

As your instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Your instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, you are asked to respect the learning needs of your classmates and assist your instructor to achieve this critical goal.

NOTE TO STUDENT: If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with Mr. Abass, Department Chair, at 713-718-6457 or Room 200, JDB Bldg.

LECTURE/LAB TEACHING DEMONSTRATION

When teaching lecture/lab course, it is a requirement for the instructor to incorporate lab assignments while lecturing. Please have the students complete this form during the first week of instruction.

A GLANCE AT *THIS* COMPUTER (Example)

1. What is a CPU _____

On-off buttons—(demonstrate) Start vs Reset

Student Response _____ Student Signature

2. Drives on this computer:

USB Flash Units (explain)

CD Rom (demonstrate)

Student Response _____ Student Signature

3. Desktop (personally their desktop while on that computer)

⇒ If projects are stored on desktop of the computer in the classrooms, and/or HCC open labs, those documents are erased at the end of each day.

Name _____

Print “your” Name

I, _____, have been given

Student Signature

Instructions on the use of “this” computer. *I was provided instruction in both the lecture and lab formats.*

Date _____

Instructor Signature _____

This form will be returned to Rita Lagrd, Room 200 on date of completion of all lecture/lab classes for the semester.

**HOUSTON COMMUNITY COLLEGE SYSTEM
BUSINESS TECHNOLOGY DEPARTMENT**

Student Questionnaire

Name: Last Name First Name MI	Student ID#:
Address: Street Apt. #	Home Telephone
City State Zip Code	Cell Telephone #
E-mail address:	Instructor's Name:

Educational Plan

Have you determined your major? _____ Yes No _____
 (If no, please see your instructor or Business
 Have you filed a degree plan? _____ Yes No _____ Technology Department Chair.)
 Graduation Target Date: _____
 (Must apply for graduation via the counselor's office in order to receive your certificate or degree)

Employment History

Are you currently employed? _____ Yes No _____
 Is your employment _____ Part-time? or _____ Full-time?
 If you are employed, please complete the following:
 Employer _____
 Address _____
 City _____ St _____ Zip _____ Phone# _____

Comments:

If you have any questions, please call 713-718-6490, between 8:00 a.m. – 5:00 p.m.
 HCC seeks to provide equal educational opportunities without regard to race, color, religion, national origin, sex, age, or disability.

HOUSTON COMMUNITY COLLEGE SYSTEM
BUSINESS TECHNOLOGY DEPARTMENT
STUDENT QUESTIONNAIRE

Student Success
Organizational Stewardship
Business Technology Department
STUDENT ADVISEMENT CHECKSHEET

When teaching Business Technology courses, it is a **requirement** for the professor to inventory and complete the below list of advisement items from each student.

Have you been informed about **degree plans** (contractual agreement)?

Yes No

Have you been made aware of the importance of completing an application for **graduation** in order to receive your certificate or degree? Yes No

Have you been given **job placement** information including:

- Job Placement Contact Person with
 - E-mail address
 - Telephone Number
 - Location
- Website address
- Access instruction for website including directions on how to navigate the job placement website

Yes No

Name _____

Print "your" Name

I, _____, have been given

Student Signature

Information regarding the above listed items.

Date _____

Instructor Signature _____

This form will be returned to Rita Lagard office on date of completion.