

WASHINGTON STATE UNIVERSITY

## Administrative Policies and Procedures

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Office of Procedures, Records, and Forms

Revised February 2016

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### Training Objectives: Manuals

- History of operations manuals at WSU.
- Why we have operations manuals.
- How to use online manuals.
- How the manuals are updated.

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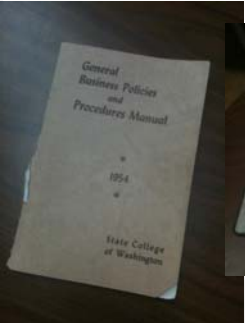
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### History Lesson

1954 BPPM



1960s Manual



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 **History Lesson**

- 1972 State Audit Report
- Hard Copy BPPM, SPPM
- 1997 Online Manuals
- 2000 Executive Policy Manual

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 **Why have manuals?**

- Serves as a quasi-supervisor. Always in. No trips or leave. Fewer phone calls. Fewer errors.
- Primary communications device. Provides knowledge of laws, regulations, and institutional practices.

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 **Why have manuals?**

- Institutional memory.
- Levels playing field.
- Standardizes practices. Promotes efficiency.
- Consolidates location.

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## Where to Find Manuals

- Uniform Resource Locator (URL): <http://public.wsu.edu/~forms/manuals.html>
- WSU Home Page
- A-Z Index

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The screenshot shows the Washington State University homepage. In the bottom right corner, under the heading "POLICIES & TERMS OF USE", there is a list of links: "Accessibility", "Policies", "Rule Making", and "Copyright". The "Policies" link is circled in red, and a blue arrow points to it from the right.

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The screenshot shows the "Policies" page on the WSU website. On the right side, there is a box titled "Policy Manuals" containing three sub-items: "Business Policies & Procedures Manual", "Educational Policies and Procedures Manual", and "Executive Policies Manual". Three blue arrows point from the left towards these sub-items.

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**Revising Manuals: Sources**

- Auditors
- Statutes/regulations
- Administrators
- Users

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**Revising Manuals: Process**

- Input
- Prepare draft
- Review and approval

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Washington State University  
EXECUTIVE POLICY MANUAL

Executive Policy #5  
Revision Approved September 25, 2014

**Policy Approval and Distribution**

[PDF link](#)

**SUMMARY**

University policies and procedures are to be appropriately approved, published, and distributed in designated and authorized publications and web locations. This policy outlines the drafting, review, approval, and distribution processes for administrative, business, and safety policies and procedures.

**POLICY**

University personnel are to obtain appropriate approvals prior to publication of University policies and procedures.

University policies are to be consistent with provisions of the Washington Administrative Code and the Revised Code of Washington.

University policies and procedures are to be published and distributed in designated and approved publications and approved web locations.

Advisory guidelines which supplement University policies and procedures may be published and distributed from departmental websites.

**APPLICABILITY**

This policy applies to University policies, procedures, and advisory guidelines related to administrative, business, and safety functions that affect many or most University units.

Policies and procedures that affect operations at a single University campus, i.e., WSU Spokane, WSU Tri-Cities, WSU Vancouver, are reviewed and approved by the responsible chancellor and distributed on the campus website. Such policies and procedures are to be consistent with provisions of the Washington Administrative Code. Preliminary review by applicable offices indicated under "Preliminary Review/Approval" below should be considered, particularly the Office of Internal Audit and the Office of the Attorney

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 **Distribution**

- Convert to HTML and PDF
- Upload to UNIX
- Notify University
- Save old section in archive media

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 **You should now know:**

- How to locate manuals online.
- How to find information in manuals.
- How manuals are updated and how to find out when manuals are updated.

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 **Records Retention**

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Deb Bartlett  
dbartl@wsu.edu

Office of Procedures, Records, and Forms  
509-335-2005

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**Training Objectives: Records**

- State definition of records.
- How to find out how long to keep records.
- Which records are confidential.
- How to dispose of records.

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**Records Retention:  
What are we talking about?**

Management of records for  
the period of time between  
record creation and record disposition.

What we do with it and  
how long we keep it.

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**Why do we keep records at WSU?**

- We need to document our business.
- We need to meet requirements of laws/  
regulations.
- We need to be able to recreate the history of  
WSU.

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**Some records are essential records.**

Records you would need to restart your operation after a catastrophe.  
See 90.15.

Back up and store offsite.

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**1997 Kincaid Fire - UW**



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**Records Officer**

- Coordinates University's records retention program.
- Prepares retention schedules.
- Liaison with State Records Committee.

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 **Responsibility for Records**

- Primary responsibility resides with each individual University office.
- The unit director/manager/chair designates a departmental records coordinator.

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 **Records Coordinator**

- Liaison with Records Officer
- Notifies Records Officer changes in office records.
- Files and refers to records retention schedules.
- Applies retention standards to records.

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 **State of Washington Records**

Any paper, photograph, film, sound recording, map drawing, machine-readable material or other document, regardless of physical form, made or received by the state in connection with the transaction of public business.  
(From RCW 40.14.010)

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**Legal Requirement: RCW 40.14**

University records are public records. Public records may not be destroyed, microfilmed, or transferred to archives without authorization.

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**Why not just keep everything?**

- Must look through it.
- Must track it.
- Takes up expensive space.
- Causes additional processing in litigation, audit, or public records requests.



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**All-University Records Retention Schedule**

BPPM 90.01

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 **State Requirement**

- WAC 434-662-040, effective January 1, 2009
- Electronic records must be retained in electronic format and remain usable, searchable, retrievable and authentic for the length of the designated retention period.
- Printing and retaining a hard copy is **not** a substitute for the electronic version.

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 **Saving Text, Voicemail, and Social Media Messages**

- To save text or social media messages, manually:
  - > Send the messages to a University email account. Save as email.
  - > Save the messages to a University-controlled server or content management system.
- To save voicemail messages:
  - > Contact applicable telephone provider.
  - > Use Single Inbox Messaging to save message as .WAV file attachment to University email

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 **Manage Your E-mail**

- Don't let thousands of e-mail messages clutter your e-mail account.
- Delete immediately if you don't need it.
- Have a timetable for reviewing e-mail.
- Store e-mails with longer-term retentions elsewhere.

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**Important to Remember:**

E-mail, text, social media, and voicemail messages created to conduct University business are public records  
**EVEN IF** the messages are sent from or received on personal devices, e.g., cell phones, tablets, laptops.

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Washington state AUGUST 27, 2015

**Court: Texts on public employee's cellphone public records**

BY MARTHA BELLISLE  
*Associated Press*

SEATTLE — The Washington Supreme Court on Thursday unanimously ruled that a public employee's work-related text messages sent and received on a private cellphone are public records.

The ruling came in a case filed by Pierce County Sheriff's detective Glenda Nissen, who had asked for Prosecutor Mark Lindquist's call and text records. Nissen had sued the county claiming Lindquist banned her from his office after she criticized the prosecutor and backed his opponent. The requests included texts that he made and received on his private cellphone.

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**State Imaging Standards**

- Must be observed when agency wants to use the image as the record copy and dispose of paper original.
- Not required when agency uses the image as a working copy and retains the paper original for the approved retention period.
- To obtain a copy of or a link to the standards, contact Office of Procedures, Records, and Forms. See also BPPM 90.21.

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**Retention Schedule Superseded**

- Litigation holds
- Public records requests
- Audits

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**CNN Money.com** PRINT THIS  
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**Andersen guilty** Once grand accounting firm now faces five years probation, \$500,000 fine and possibly its own end.  
June 16, 2002: 4:43 PM EDT  
 By Luisa Beltran, Brett Gering and Alice Martin

**NEW YORK (CNN/Money) - A jury Saturday found Arthur Andersen guilty of obstructing justice, all but sealing the fate of the once mighty accounting firm.**

After a six-week trial and 10 days of deliberations, jurors convicted Andersen for obstructing justice when it destroyed Enron Corp. documents while on notice of a federal investigation. Andersen had claimed that the documents were destroyed as part of its housekeeping duties and not as a ruse to keep Enron documents away from the regulators.

Andersen now faces up to 5 years probation plus a \$500,000 fine.

The 12-member jury reconvened at the Houston court house at 10 a.m. ET and shortly thereafter declared that they had a verdict. Judge Melinda Harmon read the decision at 10:25 a.m. ET. Later, when the jurors were polled, they all individually said "guilty."

Government lawyer Andrew Weissmann said the case sends a signal. "When you expect the police, don't destroy evidence," he said. "For Andersen, the police was the [Securities and Exchange Commission]."

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**Storage of Inactive Records**

- WSU Pullman: Facilities Services, Capital at 509-335-5571
- Other locations: Campus facilities management
- Store records at State Records Center in Olympia
- Store inactive electronic records offline, e.g., tape, external hard drive, dedicated storage server

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### Records Disposal

- Send to Manuscripts, Archives, and Special Collections (MASC).
- Recycle.
- Make illegible if confidential.

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### Which records are confidential?

All records which are exempt from public disclosure in accordance with state law. (RCW 42.56)

Refer to BPPM 90.05, 90.06, 90.07.

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 **Partial list of confidential records**

- Personal information
- Lists for commercial purposes
- Application information
- Tests
- Library records

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 **Disposal of Confidential Records**

Records must be reduced to an illegible condition.(WAC 434-640-020)

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 **Shredding**

- University Recycling at WSU Pullman
- Commercial shredder (Recall)
- Departmental shredder

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 **Destruction of Electronic Records**

- Hard Drives
- CDs and DVDs
- Tapes

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 **You should now know:**

- State definition of records
- How to read a records retention schedule
- How to schedule a record
- What to do with old records
- How to determine if a record is confidential
- How to dispose of records

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 **Questions???**  
**Contact PR&F**

- Telephone 509-335-2005
- E-mail [dbartl@wsu.edu](mailto:dbartl@wsu.edu)
- E-mail [faerber@wsu.edu](mailto:faerber@wsu.edu)
- E-mail [prf.forms@wsu.edu](mailto:prf.forms@wsu.edu)

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WASHINGTON STATE UNIVERSITY



This has been a  
WSU Training  
Videoconference

If you attended this live training session  
and wish to have your attendance  
documented in your training history,  
please notify Human Resource Services  
within 24 hours of today's date:

**hrstraining@wsu.edu**

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