

Modernizing and Digitizing Inactive Records Management

Shannon Radford

Assistant Director of IT – Applications

Records Management Office (RMO)



**SUNY
CORNING**
COMMUNITY COLLEGE

Vision and goal

To streamline an increase organizational efficiency related to inactive paper process while developing and implementing digital record retention policy and standard operating procedures.



**SUNY
CORNING**
COMMUNITY COLLEGE

Initial State of Affairs

- The mission of inactive records is to keep records that are not regularly used or confidential records for legal and audit reasons till their scheduled destruction.
- Ownership of inactive records center was transferred to IT in spring of 2018.
- Cons to the current situation at this time:
 - Paper cost
 - Environmental cost
 - Destruction cost
 - Deterioration of records
 - Pest issues
 - Less secure
 - Legal and liability concerns
 - Employee time



**SUNY
CORNING**
COMMUNITY COLLEGE

Records Retention Roadmap

Fall 2023	Review Current Process	Discussed openly the employee time that it takes to manage the Inactive Records center
Fall 2023	Submitted Process Change to Senior Staff	<ul style="list-style-type: none"> - Records Received only twice a year - Records must be shred ready or will not be accepted - Annually set destruction time - Phased approached to organizing the center
Fall 2023-Winter 2024	Discussed with Physical Plant destruction options. Communications with the college state representative	New York state waste paper contract
Winter 2024	Presented at employee professional development on Inactive Records and new procedures Emailed department heads for those that participate in Inactive Records to notify them of changes	
Winter/ Spring 2024	Implement new procedures Explore Banner Document Management vendors and receive quotes	Vendor cost \$76,910 total for license & installation, engagement fee, and implementation services. Additional cost for scanners \$2,000, scaling server sizing \$1,000-\$3,000 internal or hosted
Summer 2024	Build stakeholder buy in	Admissions, Financial Aid, Registrar
Fall 2024	Implement digital environment	Create training for end users and implement document retention policy in new system.

Current State of Affairs



- Room has been audited and is currently being reorganized by department
- New shred ready and transfer procedures are in place
- Scheduling training for department heads prior to new transfer schedule.
- Planning digitization for Financial Aid, Registrar, and Admissions
- Determining what future cost for the reduction of the inactive records center physical foot print and determining how the New York State Records Management Grant funding.



**SUNY
CORNING**
COMMUNITY COLLEGE

Desired Outcomes

- Reduce size of physical inactive records by 30 boxes a year
- Reduce shredding and printing costs
- Applicably automate destruction of digital records
- Digitally secure institutional records
- Improve business recovery and continuity
- Improve business process agility



**SUNY
CORNING**
COMMUNITY COLLEGE

Thank you



**SUNY
CORNING**
COMMUNITY COLLEGE