SUMMARY REPORT

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OVERVIEW

On April 17, 2012, the UTMB Records Management team hosted its first open house event from 10:00 a.m. to 3:00 p.m. The purpose of the event was to recognize and honor the national observance of Records and Information Management month and to heighten the awareness, importance and benefits of managing university records.

The Open House was advertised as follows:

• Posters and flyers were posted on bulletin boards in many key buildings
• An invitation flyer was sent via email to more than 600 department heads, department records coordinators (DRC) and their alternates
• Public Affairs ran banners on the iUTMB home page and notices on TV monitors around campus
• A reminder email was sent two days before the event, with information about door prizes

Because the Records Center is located away from the main campus, arrangements were made with Transportation Services to provide a shuttle service every 15 minutes from John Sealy towers to Lipton.

A total 148 employees attended,

From the following university departments:
1. Anesthesiology / Administration
2. Audit Services
3. Auxiliary Enterprises
4. Cardiac Catheterization Laboratory
5. Credentialing Information Services / Medical Staff Office
6. Emergency Services Administration
7. Enrollment Services / Records And Registration
8. Facilities Operations And Management (New Name: Business Operations and Facilities)
9. Finance / Budgeting and Planning
10. Finance / Controller / Accounts Payable
11. Finance / Controller / Asset Management
12. Finance / Controller / Travel
13. Finance / Controller / Treasury
14. Finance / Payroll Services
15. Finance / Reporting / Institutional Reporting
16. Health Information Management
17. Health Policies And Legislative Affairs / Community Health Network
18. Human Resources / Benefits
19. Human Resources / Employee Relations & Corporate
20. Information Services
21. Internal Medicine / Nephrology
22. Logistics / Fleet Services
23. Logistics / Mail Processing
24. Logistics / Supply Management
25. Non-Invasive Cardiology Services
26. Nursing Services
27. Nursing Services / Women’s, Infant’s And Children’s / Administration
28. Office Of Institutional Compliance
29. Office Of The Executive Vice President / Business And Finance
30. Pathology / Anatomic Pathology / Surgical Pathology
31. Pathology / Laboratory Medicine / Microbiology
32. Patient Services / Access Center
33. Preventive Medicine And Community Health / Clinical Preventive Medicine
34. Provost EAST (Entity Administration Services Team) Academic Enterprise (New name Faculty Relations)
Visitors were given a tour of the records center storage facility which has room for about 40,000 letter/legal storage boxes; there are about 30,000 in the center at any given time — paper records that UTMB must keep according to the terms and conditions of the certified Records Retention Schedule. Once the life cycle of the records series has been met, the records team will prepare a Disposition Log and request permission from the department to destroy the records. If there is no litigation, negotiation, claim, audit, open records request, administrative value or historical reason to keep the records they will be turned over to the recycling barn where they will be shred and sent to the recycling pulp facility.

In addition to learning about the records center, visitors also learned that a state record can be paper, electronic, film… if it documents activities in the conduct of university business the media doesn’t matter, it is still a record and retention rules apply.

When departments use the records management program, there is an opportunity to effect cost savings in space and equipment, and an opportunity to utilize staff more productively - just by implementing records management and sending inactive records to the records center where they are managed for the departments.

Any office with files stacked on top of file cabinets and in boxes everywhere, creates a poor working environment. The perceptions of customers and the public, and “image” and “morale” of the staff, though hard to quantify in cost-benefit terms, may be among the best reasons for records management protocol.

Visitors also learned about vital records... which is defined as any state record necessary to:

- the resumption or continuation of state agency operations in an emergency or disaster
- the recreation of the legal and financial status of the agency
- the protection and fulfillment of obligations to the people of the state

Operated as part of the overall records management program, vital records programs preserve the integrity and confidentiality of the most important records and safeguard the vital information assets according to a “Plan” to protect the records. Vital records should be addressed in department Business Continuity Plans (BCP).

Historical records are an irreplaceable asset. Every business day, departments create the records which could become background data for future management decisions and planning. These records document the activities of the university which future scholars may use to research the workings of our university.

**HANDOUTS**

A total of nine informational flyers were distributed to guests and included publications from the Association of Records Managers and Administrators (ARMA) as well as in-house developed flyers.
ARMA Flyers Included:

1. What Is a Record?
2. What Do I Do with All of My Old Records?
3. What Do I Do With all this Paper?
4. What Information Should I File?
5. What Do I Do with All of This e-Mail?
6. What Are Vital Records?

Records Management Flyers Included:

1. Records and Information Management Month (What is RIM and tips for organizing information)
2. What Can Records Management Do For You? (Identified key points of Managing University Records)
3. Ten Reasons (provided ten business reasons for managing university records)

REFRESHMENTS

Light food and refreshments were served in the conference room immediately following the tour.

DOOR PRIZES

Visitors were greeted as they exited the elevator and registered for a total of three door prizes, two iPods and one iPad. Entry into the Records Center is normally secured, but on this day visitors were escorted. Numbers were drawn at 3:30 p.m. by the records team and the lucky winners were notified by telephone. They excitedly arrived the following day to receive their prize.

iPod WINNERS: Carol Luck and Steve Christensen

iPad WINNER: Polly Nichols

VISITOR COMMENTS

During the event, campus community members provided informal comments and feedback about the program. Following is a transcription of the comments regarding records services:

• Impressive to see how massive the room is and the records management team... you guys do an incredible job.
• We see and use records every single day, but never stop to think about the effect that our records really have on our campus on a day-to-day basis.
• I didn’t realize that your area was so big, it’s bigger than we thought

• I’m amazed that three people handle all these boxes.

• Well organized clean area.

• It’s apparent that there are sensitive records in here, who has access to this floor?

• Thank you so much for having the open house of Records Management. This makes us aware of the importance of what you do and allows us the opportunity to see the operation of your office.

• I truly enjoyed the hospitality and the photography session and spending time learning about your office. Again, thanks a million for all your assistance and professional knowledge.

SPECIAL THANKS

The records team would like to give a special thank you to the following:

• Rebecca Whitten from Auxiliary Enterprises and Kate Defrieze from Logistics for volunteering to help with our registration table.

• Danny Allen and Darnell Harris from Transportation Services for providing Shuttle service.

• Terry Hughes and Anthony Curry from University Police for managing security to the building.

A Few Of Our Guests...