



Frequently Asked Questions

Records Classification and Retention Schedules Review

1. Who should do the review?

Staff who know the activities of the unit should review the schedules.

2. Are the retention schedules based on the university's organizational structure?

The structure of the schedules are **not** based on the organizational chart. We have attempted to create a *functionally-based* classification and retention schedule. Functions are more stable over time while organizational structures undergo regular changes. This approach allows more than one unit to use a particular part of the schedule should they have records fitting the description.

3. When doing the review what should I look for?

Review every part of the schedule: the title; the description; the authorities, Office of Primary Responsibility (OPR); the secondaries titles, and the suggested retention. What is missing?

When performing your review only focus on what is relevant to the mission of your unit.

Example 1: Library Administration will have records that are financial, administrative in nature, but they will also have records specifically about delivering library service; making decision about the library mission. When performing their review they should specifically focus on the Library Administration section not necessarily administration or finance schedules.

Example 2: Academic units will be looking at various sections of the schedules including: Students and Teaching and Learning, as well as Research Administration.

4. What if I can't find the records my unit produces described in this schedule?

We know there will be gaps that we will need to fill. Our aim is to have a comprehensive records classification and retention schedule for the entire university. If you don't see the records produced by your unit reflected in this schedule, **tell us** by using the feedback mechanism embedded on the webpage of each schedule.

5. Do the schedules apply to records in email, MS Teams, shared drives and other collaboration platforms or are we just talking about paper records?

The records schedules apply to all university records regardless of records location or format.

6. What does LLNNNN mean?

This is a place-holder for an alpha-numeric numbering system that will be added last.



7. Our unit created our own retention schedule for records, which one will be in force?

Where it makes sense to do so, the RMO would like to include and align with retention schedules produced by units. However, BoG Policy: GA4 *Records Management* states that our office carries the responsibility for creating retention schedules for the university. Therefore, the records classification and retention schedule will become university policy and will override all previous and non-official schedules. Please contact our office if you have created your own retention schedules we are here to help.

8. Our Unit undertook a Digital Readiness Information Governance project with the Records Management office, can we still follow those schedules?

Please contact our office we will update your schedules for you.

9. A lot of our records are held in systems that cannot delete old information; how can we comply with the schedules in that case?

We acknowledge that older systems may not be capable of destroying information easily once the retention period has passed. However, as new systems are brought online there is an expectation that disposition of university information will be a **requirement** of such systems especially where such systems contain high-risk personal information.

10. What does OPR mean?

OPR stands for Office of Primary Responsibility and it refers to the department or unit that holds responsibility for the *source-of-truth* of a particular set of records. There can be more than one OPR, for example, the OPR for Academic Advising will be any unit who performs academic advising as part of their mandated duties.

Enrolment Services, as another example, is the source of truth for the student record and transcripts. Other units may have copies of these records but Enrolment Services has the **responsibility** to hold such records and it is their department you should go to get the **authoritative** record.

When thinking about OPR think about who has the responsibility to create or hold the full and complete set of records about an activity.

11. Will this be my only chance to review the schedules?

No, there are two chances for formal review, one month apart in in Spring 2022. These two review periods are for major changes. After the schedules are reviewed and changes have been made the Records Classification and Retention Schedules will be posted to our website, we will make changes annually



12. How do I register my feedback?

There is a link embedded at the top of each schedule. When you choose the link it will take you to a feedback form.

13. Who should I contact if I want more information?

Please contact records.management@ubc.ca