Email Management 101

Presented by Archives & Records Management
Make sure you are in present mode to view the training
These valuable documents should be stored for five years.

This job got so much easier when I realized that nobody ever asks for anything back.
Learning Objectives

- How to determine if your email message is a record
- Understand records classification
- How to determine office of record
- Learn email management best practices
  - How to employ best practices
- Practice applying records classification to your own email
First, confirm the email is a record

If the email is not a record; delete it as soon as it is no longer needed
Answering yes to any of the following questions indicates that the email is a record

- Does the message approve or authorize actions?
- Does it signify a policy change or development?
- Does it commit your department or the organization to an arrangement such as hosting an event or program?
- Does it contain advice, provide guidance or constitute formal communications with people inside or outside the organization?
- Am I required to act upon it?
- Is it something I have used to make a work related decision?
Email Classifications & Recommended Retention

The three categories by which all emails can be classified and grouped for retention

1. Transactional
   a. 30 days

2. Facilitative
   a. 3-5 years

3. Strategic
   a. permanent
Transactional

**Transactional email** - documentary evidence of a temporary or ephemeral nature. Transactional records document routine general office activities. Transactional records may include but are not limited to:

- internal information records, such as office and travel schedules, memoranda, and routine internal reports, reviews and plans, used to disseminate information or for other administrative purposes;
- documentation of the day-to-day administration and training of office personnel;
- records of supplies and office services; and
- records and documentation of unit activity relating to specific and defined short-term administrative projects.

**Retention: 30 days or less (85%-75% of all emails produced by College employees)**
Facilitative email - documentary evidence that contextualizes the policy or strategic decisions. Facilitative records serve to protect the rights and document the obligations of the College; demonstrate compliance with statutory and regulatory requirements; and document organizational activities. Facilitative records may include but are not limited to:

- communications that document the College’s obligations and activities, demonstrate compliance, and address issues governed by policies and procedures;
- minutes, agendas, reports, and other records created for operational purposes but which have no historical value (reference copies);
- standard, common reports, lists and studies; (reference copies) and
- internally directed departmentally generated publications such as newsletters (reference copies).

Retention: 3-5 years (10%-15% of all emails produced by College employees)
Strategic email: - documentary evidence of policies and strategic decisions or directions. Strategic records document the College's development, decision-making process, and cultural history. Because of their historical importance, they are considered archival records and must be transferred to the college archives when they are no longer required for the day to day activities of the College. Strategic records may include but are not limited to:

- directives and general orders that document College programs, and policies;
- program establishment/consolidation/disestablishment,
- strategic plans, records that document leadership roles and decision-making processes;
- official minutes, agendas, final reports, bylaws, annual reports, and other historically significant records

Retention: permanent (5%-10% of all emails produced by the College employees)
Office of Record

The office of record is generally the office that produced the record.

The exception is when a record is produced by one office and then passes to another office, which then takes custody of that record.

Example: Admissions produces records related to the acceptance of a student to the College. Some of those records move on to the Undergraduate Deans Office (UDO). In this instance UDO becomes the office of records for those documents.
Determining Office of Record For Email

Did you, or your office, generate the email?

Yes, you’re the office of record.
No, proceed to next question.

Do you, or your office, need the email to complete a business process?

Yes, you’re the office of record
No, you’re not the office of record
Best Practice #1

Manage your inbox consistently.

1. Set aside a time each day or week to manage your inbox.
   a. Create a task or recurring event via Outlook to remind yourself

2. Feeling Overwhelmed? Pick a date and start managing your inbox from that day forward
Best Practice #2

Your email account is not a repository for documents.

1. Remove attachments and store them on a shared drive or in a managed system (include the email if the attachment will lack meaning without it)
Best Practice #3
Create folders and sub-folders in Outlook
With mouse right-click on **Folders**, then click on **Create new folder**. Type your folder name into the blank box that was created.
With mouse right-click on folder name you wish to add a sub-folder to, then click on **Create new subfolder**. Type your subfolder name into the blank box that was created.
Best Practice #4

Assign policy [retention] to folders

➔ Transactional
  ◆ 30 days or less

➔ Facilitative
  ◆ 3-5 years

➔ Strategic
  ◆ Transfer to departmental recordkeeping system
Assign Policy How-to (web version)

With mouse right-click on folder you wish to assign policy to, hover cursor over Assign policy to view preset retentions. Click on the policy that aligns with the selected folder. i.e. For Facilitative select 5 Year Delete and for Transactional select 1 Month Delete.
Assign Policy How-to (client version)

Step 1: right-click on the folder you wish to assign policy to

Step 2: click on Properties

Step 3: click on the Policy tab.

Step 4: click on the Folder Policy drop-down menu to view preset retentions

Step 5: select the policy that aligns with the selected folder (i.e. For Facilitative select 5 Year Delete and for Transactional select 1 Month Delete) and then click Apply.
Best Practice #5

Do not keep more than one format of your email record.

If you choose to print an email to be filed with your paper records, then the email version should be deleted immediately.
Email Examples

Now that you have learned the basics of email management, let’s put your new skills to the test!

In the next series of slides you will find examples of email communications. Read each message as if you are the recipient and categorize it as either: **Transactional, Facilitative or Strategic.** To reveal the recommended category and the reasoning why, click on the envelope icon at the bottom of each message.
From: Ralph Waldo
To: Office Staff

Subject: Preventative measures

Last week, I ordered two (one Lysol, one Clorox) cartons of antiviral wipes from WB Mason. Still not here. Normally they would have been. So I suppose they are sold out. Just now back from CVS, which does not have one, single solitary bottle of hand sanitizer left. But I’ll keep trying. We do have a supply of 3M disinfecting office cleaner spray on hand, and I have left three cans out on the counter in my workspace. Help yourselves.

RW

This email is **Transactional!** Why? Because the message is temporary in nature and communicates non-substantive information.
Dear Colleagues,

We have entered the FY19 budget planning cycle, which is also the second year of President Hanlon’s four-year budget reallocation initiative. Previously, I outlined our approach to budget allocations and explaining that in relation to the reallocation target we would consider all areas of operation. The Leadership team has identified the open positions that will be eliminated as part of the areas reallocation target. These have been discussed with the department heads and we are working together to plan for a continuation of essential services from within the current staffing.

The posts which will be eliminated are:

- Magic Specialist
- Director of Comedy

In addition we have submitted reductions in both the operations and student employment budgets for FY19. With these measures, we will have achieved 50% of the overall target for our department. We will continue to keep you up-to-date on developments and will confirm our FY19 budget when it has been set early in the new year.

Kind Regards,

The Dean

This email is transactional and facilitative. Why? Transactional for the recipient as the message serves as an announcement. However, for the sender/the office of record, it is facilitative as it contextualizes strategic decisions and interim reporting.
From: Vi Welker

To: RMPC Committee members

Subject: RMPC Meeting Minutes 10/28/2019

Good afternoon,

Attached are the minutes from our meeting this morning. If I missed anything please let me know.

Best,

Vi

This email is facilitative and strategic. Why? Facilitative for the recipient because the email contextualizes the attachment (meeting minutes). Meeting minutes are substantive information and often document policy, strategic decisions, and activities. For these reasons, the email and the attachment are strategic for the sender/office of record.
From: Provost Joseph Helble  
To: Dartmouth Community  
Subject: COVID-19: Campus Update  

To the Dartmouth community,

It is no understatement to say that the COVID-19 pandemic has upended all of higher education, including Dartmouth. The rapid implementation of social distancing and the movement of learning to online formats has disrupted the lives of everyone—our students, our faculty, and our staff—and these shifts have affected our local Upper Valley community in very direct ways. And yet, even with change the likes of which we have never seen, neither in scale nor in pace, I have been impressed by and grateful for the ways in which all of Dartmouth is working to meet this challenge.

Academic leaders across campus worked to finalize the details of a grading policy for the upcoming remote-learning spring term.

SPRING TERM GRADING POLICY

We will implement a credit/no credit (CT/NC) grading system for all undergraduate courses during spring term 2020. During spring term, all undergraduate student work will continue to be rigorously assessed and evaluated, and academic citations will still be awarded for exceptional work according to existing guidelines. Spring term courses may be used for general education requirements and can be applied toward a student’s major but will not be factored into grade point averages; median grades will not be reported for spring term.

In arriving at this decision for spring term undergraduate courses, we considered several options, including grading as usual, expanded student choice (non-recording option or NRO), and a single system for all undergraduate courses (credit/no credit).

Some students, will be challenged by synchronous discussions from a range of time zones. Some will have limited access to bandwidth or to necessary hardware, particularly with the closing of libraries and other public high-bandwidth places across the country. Still others will be living in homes where caregiving and other family demands will affect their ability to work effectively. Some may themselves fall ill. And all will need to rely on teleconferencing for meetings with faculty, peers, and advisers.

The CT/NC grading system will apply to undergraduate courses only; graduate and professional schools and programs will be using their typical grading systems unless they notify students otherwise. The change will apply only to spring term 2020. Summer term will return to regular grading, even if summer term is taught partly or entirely through remote learning...

Sincerely,
The Provost
Before email management...  After email management...

Questions, Comments email us!  Vi, Julia