MANAGEMENT OF STUDENT RECORDS

Best Practice of Colegio de San Juan de Letran Calamba
CREATION, MAINTENANCE, AND RETENTION OF STUDENT RECORDS
The creation and maintenance of student records are essential to document the student’s academic progress, manage the relationship between the student and the Colegio, and provide support to the students after they leave the school.
A records retention and disposition schedule are equally vital to any records management program as it specify required retention periods and final dispositions of records series.
Colegio de San Juan de Letran Calamba makes use of its Admission Credentials (ADCR) Files to maintain and keep track of its students’ records. The ADCR Files contain the students’ NSO/PSA copy of birth certificate, ID picture, F138/F137 for new students and TOR, Certificate of Eligibility to Transfer and Copy of Grades for transferees.
Instead of the usual individual folders or jackets, students’ records as earlier mentioned are compiled and arranged alphabetically and by academic year in an arch file.
BEFORE

Records are kept in individual envelopes and folders.

AFTER

Records are kept in fire proof compact filing cabinets.
For easy monitoring and retrieval, each arch file has a **directory** in matrix or tabular form which is system generated and contains the following information:

**Student ID number, Student Program, Student Name arranged alphabetically according to surnames and list of submitted credentials.**
The right portion of the directory is for the remarks which will contain the dates when the student was dismissed or has graduated, and for monitoring the number of times and the dates when the request for F137 and TOR was requested and received.
Creation of the ADCR Files as well as the updating of records through ticking of additional credentials submitted is the responsibility of our Records Custodian. However, entering of dates in the remarks are done by the Records Evaluators who have their own assigned programs.
As an ISO Certified institution, the Registrar’s Department of Letran Calamba from its Basic Education to College to Graduate School Records Offices practices records retention schedules.
As such, other student records with retention schedules of five years and below are filed according to document name and type and disposed on dates as reflected in the retention schedule…
...either through shredding, recycling, punching of holes in the document, or have it turn over to our Property Management and General Services Department.

A logbook is maintained to record the documents that were disposed.
How long the ADCR Files has been deployed?
The use of the ADCR Files as a means of filing our students’ academic records was first implemented in the Collegiate Level in 2000 as proposed by the College Records Officer. Since the department has now its designated Records Custodian, old records are being back tracked and converted to ADCR files.
With the observed improvements in the system, this practice was adapted by the Basic Education and Graduate School Records Offices, in 2012 and in 2013, respectively.

As for the use of records retention schedule, it was practiced by the department since 2005.
What is innovative about the practice?
Letran Calamba’s Student Records are safe keep in a mechanical mobile cabinet or compact filing cabinet which has a drive system and a locking system that allows locking of all units together for user protection.
It has 5 panels or cabinets wherein the first four panels have 2 sides while the end panel has only one side. All panels or cabinets are labeled legibly and are assigned with its own number and color to easily guide all records personnel as to how documents will be labeled and placed inside the panels.
The documents are assigned with file number and its location in the compact filing cabinet is recorded in the Master Directory of Students’ Records.
The use of compact filing cabinet, meets the number 1 *mantra* of 7S

Though a little bit expensive, we are grateful to the PACUCOA accreditor who suggested for the purchase of the mechanical device.
The records room is managed by the records custodian who opens and locks the room and the compact mobile cabinet at 8:00 am and 6:00 pm, respectively. Limited access leads to tighter security and confidentiality of records is assured.
The department has also posted inside its records room the records/document retention schedule as to when and how the documents will be disposed.
For easy monitoring and to prevent loss or misplaced students’ records, proper documentation is practiced by everyone through records movement tracking. To ensure the return of borrowed documents from the compact mobile cabinet an “Out” sign is placed on the exact location where the document was pulled out.
If the document will be brought out of the records room, the borrower has to log it in the Logbook on Borrowed Records and Documents. Upon return the borrower has to place the document in the box for borrowed documents and records for refilling by the records custodian at the end of the working day.
What are the benefits that have resulted from the practice?
The student records management system of Letran Calamba facilitates easy identification, storage, and retrieval. Hence, less time is consumed in the delivery of its services. This was put to test when Letran Calamba underwent ISO certification. During audits, records retrieval is one of the items that is being tested and validated at the office of the Registrar. In less than 1 minute, the document requested by the auditor must be provided and never did we fail our auditors.
The use of records retention schedule minimizes the piling up of documents in the office. Only records with importance or value to the operations of the office and to the students are maintained giving us more space for additional documents to be incurred in the following years.
Transferring of records from active to inactive records is no longer necessary. Records that have met their retention period and duplicate records which usually comprise the Inactive Files are eliminated from our system.
Managing our student records while practicing the concept of 7S turned our workplace into a clean, bright working environment that is conducive for building harmonious relationship among records personnel and projects a positive image to our stakeholders, specially to our students.
Has the practice been validated or have we received any recognition or award for the practice?
Prior to our ISO certification, the Colegio conducted the Operations Audit for four cycles to prepare the whole community towards certification. In this four cycles, the Registrar’s Department attained 100% compliance in terms of documents and systems and procedures and was awarded with Certificate of Achievement.
The department was also awarded “Gawad Labore” for three consecutive cycles. As such, the department was exempted from operations audit on the fourth cycle.
During the Internal Quality Audit, the services and processes of the department were rated Excellent as well as in the 7S Methodology Audit which encompasses the department’s student records management.
The department is also consistently rated Highly Satisfactory in the Client Satisfaction Survey (CSS). Likewise, the external quality audit conducted by the TUV SUD did not find any non-conformity process and service at the Registrar’s Department.
Process benchmarking of other colleges and universities such as Adventist University of the Philippines, Colegio San Agustin, and Colegio de San Juan de Letran Manaog were conducted at Letran Calamba’s Registrar’s Department. Some of the ACURLO officers had also their benchmarking in our department.
ARRIBA
LETRAN SYSTEM

COLEGIO DE SAN JUAN DE LETRAN MANAOAG

BENCHMARKING

Nov 12, 2014
What will be our next plan?
For continual improvement of our records management system, an offsite backing up of records must be in place. Thus, the plan to procure an Electronic Document Management System (EDMS) will be pursued. Records generated from year 1979 to 1997 shall be given priority in terms of digital storage and back up.
Thank You!

Colegio de San Juan de Letran Calamba
REGISTRAR’S DEPARTMENT