

ELECTRONIC RECORD RETRIEVAL PROCEDURE (REC-P006)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process of retrieving records or graduation data maintained electronically within the Synergy Program.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Information and Records Specialist

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Communications Officer

4.0 DEFINITIONS:

- 4.1 Synergy Program: The software application used by Central Records to manage the student records within the database.
- 4.2 Transcript: Students permanent record of courses taken, grades received and test scores.
- 4.3 Cumulative Folder: Student's permanent record.

5.0 PROCEDURE:

- 5.1 Records Specialist receives transcript request (ref. REC-F003).
 - 5.1.1 Request is reviewed for accuracy.
- 5.2 If record cannot be located in storage room the Synergy Program search is initiated or if request is telephone verification Synergy Program can be used as a search tool instead of using paper documents.
- 5.3 When records are located, student's cumulative folder is reviewed for monies owed.
 - 5.3.1 Verification cannot be made unless file is debt free (ref. REC-P004).
- 5.4 Information is relayed to caller, or printed, sealed and given to requestor.
- 5.5 Transaction is recorded.
- 5.6 Request is filed in student's cumulative folder; if there is no folder one is created.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Request for Transcript ([REC-F003](#))
- 6.2 Collection of Debts (ref. [REC-P004](#))
- 6.3 Cumulative Folder

7.0 RECORD RETENTION TABLE:



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<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Request for Transcript	Central Records File Room	Indefinitely	Permanent	Secured Building

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
2/05/04		Initial Release
4/22/09	A	Update 2.0 & 3.0 and document numbers, delete 6.3 and add REC-P004 to Associated Documents

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of procedure *****

