



ACADEMIC AND CAREER GUIDANCE POLICIES AND PROCEDURES ON SECURE STUDENT RECORD KEEPING

1. Written documentation of all official encounters of Academic and Career Guidance personnel-student encounters are placed in the notes section of the Electronic Student Academic Folder (ESAF). Records are maintained electronically under the purview of the MSU Office of the Registrar utilizing a password-protected system. Records are not strictly confidential as they can be viewed by MSU personnel who are authorized to use the system. In MSUCOM this includes the Associate Dean/Student Services, College Registrar, and Director of Personal Counseling/Health Promotion. Under FERPA, students maintain the right to review all notes stored in ESAF.
2. Documentation of Academic and Career Guidance personnel-student encounters serves two primary functions: record-keeping and office performance metrics. ESAF documentation of encounters enables tracking of student performance, identification of trends and patterns, and continuity of guidance over time. Metrics can be used to evaluate utilization of services and staffing requirements.
3. Documentation in ESAF is not required for casual/personal encounters between an advisor and student that are unrelated to the role and responsibilities of the advisor.
4. Types of advisor-student encounters that require documentation:
 - a. Face-to-face meetings (required, voluntary, scheduled, drop-in)
 - b. Email communications
 - c. Phone calls
 - d. Skype or FaceTime calls
 - e. Revisions of Curriculum Vitae and/or Personal Statements
5. Types of information to include in ESAF:
 - a. Reason for meeting
 - b. Pertinent details for future reference
 - c. Outcome
 - d. Actions to be taken (including referrals to the Associate Dean/Student Services, College Registrar and Office of Personal Counseling/Health Promotion)

6. Types of information to exclude from ESAF note:

- a. Though a note can be tagged as “Confidential” all authorized MSU ESAF users are able to view the note; therefore, discretion should be used with regard to its contents. When in doubt, the advisor should error on the side of limiting the type and amount of detail included in the note.

Information that should be excluded:

1. Details revealed by the student that are of a deeply personal nature and/or potentially compromising or harmful to the student’s career or personal well-being (e.g., history of abuse, drug use, diagnosed learning disability, mental illness, medical conditions).
 2. Information revealed by the student that the advisor agreed to keep confidential.
 3. Detailed academic and board performance information beyond that which is already included in ESAF.
- b. Recommended alternatives to detailed documentation:
1. Use generic phraseology, such as, “student revealed information of a personal nature that has been impacting on academic performance,” “student reported having experienced a personal crisis,” or “student referred to the Office of Personal Counseling/Health Promotion.”
 2. For email communications, rather than including entire content of email, redact relevant portions of the email or simply note the date of receipt of the student’s email but maintain the email itself in an archived mail folder for future reference.

7. Timeframe:

- a. For encounters that occur during normal business hours Monday-Friday documentation should be completed within 48 hours of the encounter.
- b. For encounters that occur over the weekend or holiday, documentation should be completed within 48 hours of returning to work.