

FREQUENTLY ASKED QUESTIONS

1.) ***What is the process for obtaining a copy of my student record and/or my high school transcript?***

You can fax, mail, or come in person to acquire a copy of your transcript/student records. Please provide a written request with the following information: your name as it was when you attended school, date of birth, last school you attended in Fulton County, year of graduation and or withdrawal date, address where the transcript should go, signature at the bottom, and a phone number just in case we have a problem locating the record. Requests are processed and mailed the next business day upon receipt of the request in our office.

2.) ***If I need to view or retrieve records stored in the Records Management Department, who do I contact?***

Contact the Records Management Department @ The Meadows Operations Center to request records:

For Admin Records: Reginald Hughes
hughesr@fultonschools.org
(404) 763-5543

Faye H. Thompson
thompsonf@fultonschools.org
(404) 669-8995

For Student Records: Angela Lane
lane@fultonschools.org
(404) 763-5542

Jennie Frederick
frederickjl@fultonschools.org
(404) 763-5541

For Document Imaging/Student Records:

Kimberly Whitlow
whitlow@fultonschools.org
(404) 305-2232

Depending on the type of record, the record will either be mailed to you or you may have to come to Records Management to retrieve or access it.

3.) ***What would a parent or guardian need to register a child for Home School?***

The parent or guardian would need to complete a Declaration of Intent and mail it to the Records Management Department. After the Declaration is received, Records Management will send them an Acknowledgement Letter along with attendance forms and the State Home School Packet of policies, procedures, and guidelines.

4.) ***What should I do if you receive a subpoenas or court order?***

Fax the subpoena or court order to the Records Management Department immediately upon receipt using the appreciate fax cover located on the Records Management website. All information must be completed on the cover in order for the Records Department to access the validity. If validity is determined, the Records Management Department will complete the process and contact you if necessary.

5.) ***What is the process for destroying records?***

All FCSS employees are responsible for the proper destruction of records in their custody based on the approved retention schedule. Confidential records must be properly shredded, and other records may be recycled or destroyed in your office or school. Records Management is always available to handle the destruction of records if you do not have means to properly destroy them. If you have a large number of records to be transferred to the Records Management Department that is eligible for destruction, please refer to the Process located on our website for additional information.

6.) ***Which records may be sent to Records Management for storage?***

Only records meeting the following conditions will be accepted for storage in Records Management Department:

- (1) Records must be covered under an approved retention schedule.
- (2) Records must be inactive or obsolete
- (3) Transfer must have approval of principal/department head.
- (4) Records must be packed in special records storage boxes.
- (5) A completed Records Transfer List must be sent to the Records Management Office prior to transferring any records.

7.) ***If records are scanned into an imaging system or microfilmed, can the original paper be destroyed?***

Only records that have been properly microfilmed according to the State guidelines may be destroyed. No record with a retention period of ten years or more shall exist in only electronic form; it must be backed-up by the original paper document or microfilm.

8.) ***What is a Retention Schedule?***

A retention schedule describes the type of record and the length of time the record must be retained before it is eligible for destruction. Georgia Law (O.C.G.A. 50-18-92, 50-18-93) requires that documents produced by school systems be retained for varying lengths of time according to a Retention Schedule published periodically by the Secretary of State's office. FCBOE adopts this schedule and provides an updated version specific to FCSS on the Records Management Website.

9.) ***How should email be retained?***

The retention of email is described in FCSS Retention Schedule. Email should be considered as we do a printed document when we think in terms of retention. The retention is determined by the content, not the format of the record. The responsibility for retaining email is that of the Creator, not the Receiver. Therefore, we recommend that you use your email retention created for emails that must be retained in Outlook. Sent items and items in the Inbox that are legally relevant to which you may not reply are those that would necessarily be put into these folders.

10.) How would I find out about the scheduled record's training sessions, and if I wanted to schedule training for my team, what would I need to do?

All schedule trainings may be viewed on the Records Management Website as part of the Records Management Training Program. In addition, notification on required training and training specific to a particular group will be sent via email so that the appropriate individuals may register for the training. If you would like to schedule training for your team, please contact Dr. Tishangi Bennett, Records Program Manager, at 404-696-8996 (bennett@fultonschools.org) so the necessary training is designed and scheduled to suit the needs of your team.

11.) If I have a record not covered by an approved retention schedule or would like to shorten or extend a current schedule, what do I do?

In all instances, you would need to contact Dr. Tishangi Bennett, Records Program Manager, at 404-696-8996 (bennett@fultonschools.org). All new schedules must be approved by the Records Program Manager and the State. Requests for shorter periods must be adopted by the Board and approved by the Records Program Manager and the State. Requests for longer periods must be approved by the Records Program Manager and adopted by the board.

12.) If I transfer records to the Records Management Department, who has control of the records?

Transfer of records to Records Management does not transfer control of the records from the originating office. Records Management is only the physical custodian of the records and is responsible for storing all records in its custody in a safe and secure environment according to State guidelines. Control and ownership of the records remain with the originating school/department.