



## **ELECTRONIC RECORD RETRIEVAL PROCEDURE (REC-P006)**

Clarksville-Montgomery County School System

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### **1.0 SCOPE:**

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

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

### **2.0 RESPONSIBILITY:**

- 2.1 Lead Records Center Specialist

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief of Staff

### **4.0 DEFINITIONS:**

- 4.1 Synergy Program: The software application used by Central Records to manage the student records within the database.
- 4.2 PowerSchool: The software application used by Central Records to manage the student records from 2008 to current year.
- 4.3 Transcript: Students permanent record of courses taken, grades received and test scores.
- 4.4 Cumulative Folder: Student's permanent record.

### **5.0 PROCEDURE:**

- 5.1 Records Specialist receives transcript request (REC-F003).
  - 5.1.1 Request is reviewed for accuracy.
- 5.2 If record cannot be located in storage room, a Synergy Program or PowerSchool search is initiated or if request is telephone verification, the Synergy Program or PowerSchool 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 (REC-P004).
- 5.4 Information is printed, sealed, and returned 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 ([REC-P004](#))



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6.3 Cumulative Folder

### **7.0 RECORD RETENTION TABLE:**

<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
10/4/13	B	Add PowerSchool to definitions and as software used for searching student records, update logo, hyperlinks, and flowchart
3/1/21	C	Updated Responsibility to Lead Records Center Specialist; updated approval authority to Chief of Staff

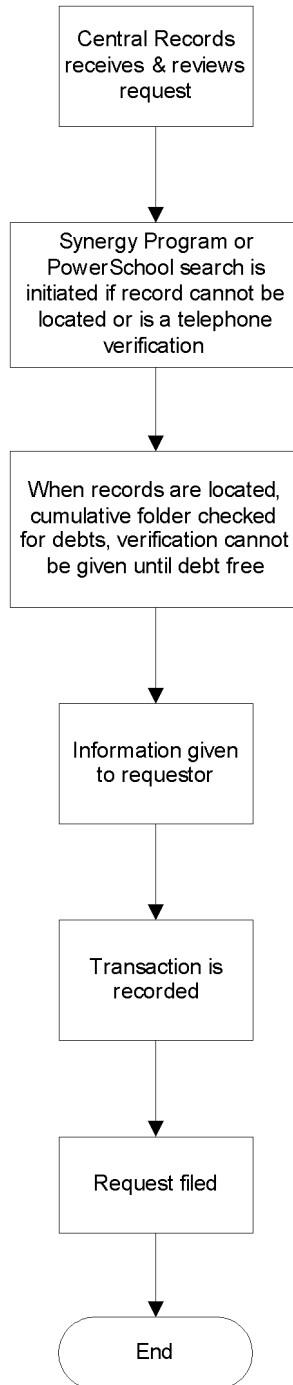
### **9.0 FLOWCHART:**

9.1 A flowchart detailing this process can be found below.

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