

## **Records Management Best Practices: Student Accounts**

The following best practices were developed in consultation with the Student Accounts Office.

The Student Accounts Office is the official record custodian for the list of records below related to Fredonia student accounts records. Any convenience copies of these records located in other University offices should be properly secured while held and properly destroyed when they no longer serve a legal, operational, or historic value.

Records subject to these standards include the following:

- Monthly student account reconciliations
- Monthly cash receipts
- Disbursements and adjustments related to student billing activity
- Student bills and invoices
- Power of attorney forms
- Deferral reports
- Refund requests documentation and computer listings of refunds due to students
- Invoices and correspondence relating to student's outstanding obligations and other matters
- Written notification of student's official date of withdrawal (by semester)
- Semester authorizations to waive student activity fees
- Memos requesting student activity fee refund
- Semester authorizations to waive tuition
- Supervising critic teacher cards
- State University employee waivers
- Graduate Student Assistantships; Fellowships; and misc. authorizations (memoranda)
- Residency applications
- Title IV refund calculations
- TAP certifications
- Authorizations for voided checks and stop payments
- Authorizations to change student room and board charges
- Correspondence regarding bankruptcy filing and collections activities
- Results of disciplinary actions where enrolment is affected
- Student telephone statement (bills) and office copy of payment receipts.
- Student credit balance reports
- Drop & add listings
- Alpha listings of registered students
- Hold listings
- Financial aid awards listings; etc.

- Student credit card payment forms and reports as they relate to payments via in house, mail or online credit card payments
- Monthly computer reports of student payment and non-cash transactions on student accounts

**Note:** The Student Accounts Office retains their records for the statutorily mandated period of time. A department may request a copy of a supporting document, provided it is a public record, by calling the Student Accounts Office at (716) 673-3236.

