

**TITLE OF THE POLICY**

Learning Management System Records Retention Schedule

**PURPOSE OF THE POLICY**

This policy governs digital student records generated in the course of delivering online courses. These records are confidential, protected under FERPA regulations, and must be provided to students or legal authorities when requested. North Carolina General Statutes (NCGS) § 115D, § 121, and § 132 have no special provisions for the handling or retention of digital academic records or protection from litigation regarding such records. NCGS and current Wake Tech policy require the retention of grade books for a period of three years. Retaining student-generated data poses legal risks for the college if a student or parent sues or if records are compromised through accidental release or malicious intrusion. The maintenance, security, storage, and backup of records in perpetuity and the mechanisms for producing the records in an accessible form constitute a financial burden for the college as well.

**APPLICABILITY**

Faculty, staff, and students

**POLICY STATEMENT**

Wake Tech will utilize best practices related to maintaining a comprehensive Learning Management System (LMS) records and data archive and retention schedule. The retention schedule will adhere to all applicable regulations and comply with all audit criteria. The retention schedule provides information pertinent to all types of courses offered by the college and provides instruction for storage and destruction of affected data.

**DEFINITIONS**

Word/Term	Definition
<b>Archive</b>	A compressed electronic file containing all digital records for a class. Archives are generated using the utilities provided within the LMS. This process creates a copy of the course without deleting the course and contains all information from the original course except for general activity.
<b>Enterprise Resource Planning (ERP) System</b>	A database-driven software system which houses and operates on all data relevant to the operations of an organization. Wake Technical Community College's ERP is Ellucian's Colleague product.
<b>FTE</b>	Annual full-time equivalent student.
<b>General Activity</b>	General activity refers to the tracking of individual clicks within a course in the LMS in order to open documents or content.
<b>LMS</b>	Software that provides a suite of tools, usually accessible via a web browser, to facilitate conducting training, classes, or collaboration via the Internet. The college currently supports two LMS platforms: Moodle for Continuing Education and Blackboard for Curriculum Education.
<b>LMS Records</b>	All digitally-generated materials accumulated during the process of conducting or supporting classes within the college's LMS that are stored within the archive.
<b>Merge Course</b>	Merge course provides a mechanism to incorporate enrollments from multiple sections within the LMS into a single course for central

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	management of course content. Actual section enrollments are clearly indicated within the grade center in the merge course.
<b>Non-Destructive</b>	No data is deleted or changed.
<b>Non-Scheduled Resource Course</b>	An LMS course environment that is not created directly from a curriculum or continuing education course section in the college ERP system, including but not limited to development, collaboration, training, tutoring, communication, committees, etc.
<b>Scheduled Course/ Official Course</b>	An LMS course environment that is created directly from a curriculum or continuing education course section in the college ERP system.
<b>Substantive</b>	Important or of value.
<b>Unsupported LMS</b>	LMS or service connected to the LMS that is not administered, accessed, or maintained by ITS. Examples include but are not limited to Starfish, WebAssign, Blackboard CourseSites, Edmodo, McGraw-Hill Connect and Create, Pearson MyLabs, Ed2Go, Aplia, etc.
<b>Work Order</b>	A problem, request, or question submitted via the online communication tool provided by ITS.

**PROCEDURES**

All data generated in delivering instruction have (1) business value for the college in complying with audits (including but not limited to FTE audit, which determines funding), and (2) substantive value for students in the transfer of credits and other needs. These data will be retained and readily accessible as long as they have business value; when records no longer have business value, they will be destroyed. Retention schedules for LMS data are defined as follows:

**A. Course Archives**

All scheduled courses will be archived upon completion of the class. For continuing education classes, completion will be the end date as scheduled; for curriculum classes, completion will be after the last day to make up incomplete grades. Archives are stored on a network disk storage device. The archival process is a non-destructive backup only.

Merge courses must be archived differently, as noted below:

1. Merge courses in Blackboard for web-assisted (seated) classes will be archived after the semester end date, after which the Blackboard shell may be merged with sections for the next term.
2. Merge courses in Blackboard for online or hybrid classes will be archived on the standard archive schedule, after which the Blackboard shell may be merged with sections for the next corresponding term; i.e., spring term merge courses can only be used for spring terms when supporting online and hybrid classes.

**B. Data Retention**

All scheduled courses will remain available within the LMS for a period of one year from the original delivery term, after which they will be deleted from the LMS. Merge courses will remain on the LMS indefinitely but modified according to instructor request to merge for subsequent terms. Only archives will be retained past one year according to the data retention schedule.

**C. Data Retention Schedule**

All archives not meeting other schedules as required by licensure/certification boards or other authorities will remain in network disk storage for three years and then destroyed.

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**D. Data Retention Schedule Exceptions**

All archives for courses with licensure/certification board or other authority requirements will be retained as required by superseding policy (see table below). ITS must be notified in writing of any changes in requirements for data retention, upon discovery of the changes.

<b>Licensure &amp; Certification Board Retention Requirements</b>		
<b>Data Type</b>	<b>Retention Schedule</b>	<b>Reason</b>
Continuing Education	Retain for 5 years, then destroy	Community Colleges Disposition Schedule for all Continuing Education Records.
Emergency Medical Services Course (EMS)	Retain for 5 years, then destroy	Coincides with the renewal period of CoAEMSP (Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions) accreditation.
Medical Assisting Course (MED)	Retain for 5 years, then destroy	Required for certification audit compliance.
Nursing Course (NUR)	Retain for 5 years, then destroy	Required by the Accreditation for Commission for Education in Nursing (ACEN)
Nursing Assistant Course (NAS)	Retain for 5 years, then destroy	Required by the Accreditation for Commission for Education in Nursing (ACEN)
Surgical Technology Course (SUR)	Retain for 5 years, then destroy	Required by the Accreditation Review Committee for Surgical Technologists & Surgical Assistants (ARC/STSA).
Medical Laboratory Technology Course (MLT) Phlebotomy Course (PBT)	Retain for 7 years, then destroy	Complies with the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS) self-study cycle. The Phlebotomy (PBT) self-study cycle is 4 years; however, the joint on-site review occurs every 7 years.
Radiography Course (RAD) Magnetic Resonance Imaging Course	Retain for 8 years, then destroy	Complies with Radiography accreditation cycle.
Therapeutic Massage Course (MTH)	Retain in perpetuity	North Carolina Board of Massage and Bodywork Therapy (NCBMBT)

**E. Retention for Courses Archived Upon Request**

ITS periodically receives requests to archive courses. Requested archives should be retained as follows:

1. If archived as part of legal proceedings, transfer the archive to permanent storage media and retain in perpetuity.
2. If archived for instructor review or backup, retain the archive for three years from the archival date unless meeting exceptions noted in Section D; then follow exception schedule.

**F. Unsupported LMS**

When using an unsupported LMS, instructors must coordinate with their supervisors to

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ensure compliance with archive and retention policies. Instructors can submit a work order to ITS to verify that an LMS is unsupported.

**RELATED POLICIES, PROCEDURES, REFERENCES, FORMS, OR TERMS**

Type	Name	Location
Reference	NCGA - General Assembly website for statutes	Perform web search using term "NCGA Statutes;" first item returned: <a href="http://www.ncleg.net/gascripts/statutes/statutes.asp">http://www.ncleg.net/gascripts/statutes/statutes.asp</a>
Reference	NCGS Chapter , 115D, 121, 132	Search NCGA website with terms "academic AND records AND retention"
Reference	NC Department of Cultural Resources retention schedules	Perform web search with terms "NC records retention law" <a href="http://archives.ncdcr.gov/For-Government/Retention-Schedules">http://archives.ncdcr.gov/For-Government/Retention-Schedules</a>

**CONTACT INFORMATION**

Subject	Contact	Telephone	E-mail / Web Address
Policy Clarification	Director of Enterprise Solutions	919-866-5120	<a href="mailto:nwnicholson@waketech.edu">nwnicholson@waketech.edu</a>
eLearning Clarification	Director eLearning Support and Instructional Design	919-866-5616	<a href="mailto:mgwalton@waketech.edu">mgwalton@waketech.edu</a>
Curriculum Clarification	Dean, Curriculum Education Registrar	919-866-5933	<a href="mailto:heswart@waketech.edu">heswart@waketech.edu</a>
Workforce Continuing Education Clarification	Dean, Workforce Continuing Education Registrar	919-866-5838	<a href="mailto:khjordan@waketech.edu">khjordan@waketech.edu</a>
Workforce Continuing Education Clarification	Director of Technology Services & Special Programs	919-532-5557	<a href="mailto:pfjenkins@waketech.edu">pfjenkins@waketech.edu</a>

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