

Strategic Lean Project Report



GET Electronic Records Retention

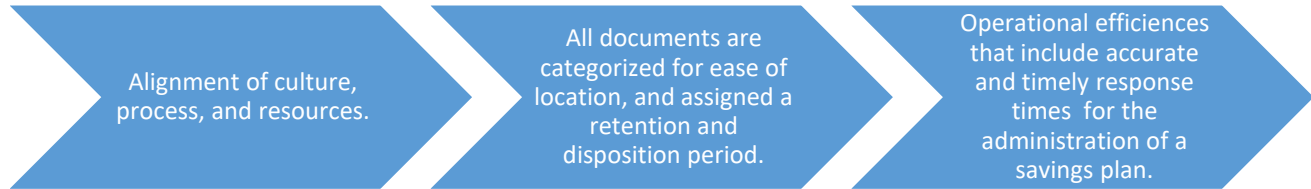
Agency: Washington Student Achievement Council

Partners and Customers: Secretary of State's Office

Project Impact

The Guaranteed Education Tuition (GET) program created a structured retention and disposition schedule for electronic documents. This resulted in cost avoidance savings for time involved with finding a document, public records requests, and storage savings at the state's record center.

Impact to Washingtonians:



Project Summary

The GET Program scans all physical documents, holds them for 90 days, and then shreds them. The agency did not have a finalized retention schedule for electronic records in place with the Secretary of State's Office. In addition to finalizing this process, the records staff also created a paper-free atmosphere where all documents are retained and a disposition schedule is in place. This provides an efficient way to retrieve any document and also allows for ease and timeliness with any possible public records request.

Problem Statement:

Previously, no electronic documents had a specified retention and disposition date, compared to our target of 100 percent, which we wanted to reach by fall 2018.

Improvements made:

In the fall of 2018, GET implemented a consistent approach for electronic records retention and disposition.

- Aligned process for all electronic documents.
- Implemented current retention and disposition schedule.
- Drastically reduced the amount of time to research documents.

Project Results

List measured improvements during the reporting period in as many categories as possible, as well as the total impact during the reporting period from those improvements.



Safety

Since fall 2018



Mitigated the risk for finding a document.



Cost

Since fall 2018



Cost avoidance for the time involved with finding a document at the records center and any storage fees.

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Since fall 2018

Cost



Anecdotally, \$21,419.13 will be saved for one cohort that had a previous retention schedule of 50 years.



Since fall 2018

Quality



All staff may retrieve documents in an efficient manner.



Since fall 2018

Time



There is no wait time for retrieving a document.



Customer Satisfaction

Since fall 2018



Customers have up-to-the-minute information for questions about their account-specific information.



Employee Engagement

Since fall 2018



GET staff are satisfied to have the same information and resources to support and improve work processes.

Two Supporting Documents

- WSAC Records Retention Schedule
- Excel sheet w/boxes and retention information

Project Details

Date improvement project was initiated: 2/1/2016

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