

WESTERN SYDNEY UNIVERSITY



Student Records

Email Capture – cc to TRIM (Content Manager)

An integration has been developed that facilitates the capture of emails (including attachments) from staff to students, into the student file in TRIM (Content Manager).

How to use it

When sending an email to a student, include the following email address in the 'cc' or 'bcc' field in the email to automatically capture the email to the official student file:

trim@records.westernsydney.edu.au

Note: Emails must be sent from an official University staff email account to the official student email account ([ie student_ID@student.westernsydney.edu.au](mailto:ie_student_ID@student.westernsydney.edu.au)).

Also Note: Student email addresses MUST be in the To or CC fields (**DO NOT** use the BCC field as TRIM needs the student number to know what file to place it into).

Privacy

All staff should be aware of their obligations in maintaining confidentiality in dealing with student records containing personal information. It is not a breach of privacy for such information to be placed on the student file. However, disclosing personal information to a third party may constitute a breach. Please see the *Disclosure and Use of Student Personal Information Guidelines* and the *Privacy Policy* on the University's Policies webpage (<http://policies.westernsydney.edu.au/>) for more details on managing personal information. It should also be noted TRIM (Content Manager) maintains an audit log of all access to documents on student files.

Sensitive Documents

The *Student Document – Restricted* record type has been set up to comply with legal requirements under privacy legislation to ensure privacy to students who disclose information of a sensitive nature to the University. Sensitive information is disclosed for a variety of administrative processes such as applying for special consideration or for withdrawal from units after census date. Forms, correspondence and other documentation that contain sensitive material such as medical reports, doctor's certificates, counselling and police reports need to be saved under this record type.

When a document is saved as a restricted record type, the metadata (basic information about the document) will be visible to all staff, however only relevant SEO units, University Legal Counsel, Complaints Unit, Records and Archive Management Services and the Schools Restricted Group will be able to view the content of the document.

Exceptions

The following records must **not** be placed on student files:

- **counselling/disability** records
- **misconduct** records (except a **SD-Note** referring to the relevant contact)
- **complaint** records
- Audit & Risk **investigations**

The records above should be placed on separate case files.

Frequently Asked Questions

Subject to the above rules the following apply ...

Mac users – this integration will capture emails sent from Macs.

Email to multiple students – the inclusion of multiple student email addresses in a single email may constitute a breach of privacy. Please contact the RAMS Team for advice and assistance in communicating with multiple students.

Attachments – this integration will capture emails with all attachments.

Content Manager (TRIM) Training – you do **not** need to be a registered or trained Content Manager (TRIM) user for this to work. You just need to be a staff member with an official University staff email account.

Webmail account – this integration will capture emails sent from Webmail (as long as you are using your University staff email account).

Automate the process – if you are using Outlook for your email you can set up a rule to automatically include the trim@records.westernsydney.edu.au email address in the cc field for all emails sent to an official student account (contact RAMS for more details).

vUWS – Academic advice should **not** be sent to individual students from within vUWS. Emails sent from within vUWS cannot be automatically captured to a student file in TRIM (Content Manager).