

WESTERN SYDNEY UNIVERSITY



Student Records Email Capture – cc to TRIM

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

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@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).

Exceptions

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

- **counselling/disability** records
- **misconduct** records (except summary document & outcome letter)
- **complaint** records
- Audit & Risk **investigations**

The records above should be placed on separate case files.

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 maintains an audit log of all access to documents on student 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 – this will capture a copy of the email to each student file (limited to no more than 10 students at a time).

Attachments – this integration will capture emails with all attachments.

TRIM Training – you do **not** need to be a registered or trained 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 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.