Summer 4-15-2021

Management of Students' Academic Records in Tertiary Institutions in North-east Nigeria: The New Media Imperative.

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ABSTRACT

This study examines the Management of Students' Academic Records in Institutions of Higher Learning in Nigeria. Qualitative research method and semi-structured interview was adopted. The population of the study comprised twelve (12) record managers dealing with students' academic records and five participants were selected as sample size because they operate the same procedure in managing their students' academic records. The study identified type of students' academic records generated/received, Procedure for organization, arrangement, storage and preservation, retention and disposal as well as challenges associated with management of students' academic records in Institution of higher Learning in Bauchi State, Nigeria. The findings of the study reveal that there was a problem regarding the management of students' academic records in institution of higher learning which include: Lack of comprehensive record management policies guideline and standard procedures, inadequate regulatory frame work that will spell out the types of students' academic record to be generated/received as well as their formats. Inadequate training and re-training of staff, insufficient funding, inadequate power supply and low quality devices used in storage of students' academic records. The study concluded with recommendations that Institutions of higher Learning in Bauchi State, Nigeria should provide guideline and standard procedures, provision of regulatory framework that will spell out the types of students' academic records to be received. Train and re-train staff, provide enough funding, provide standard power supply as well as better media used in storage of students' academic records.

INTRODUCTION

Background to the Study

Academic records are vital documents that contain valuable information related to students' programs in schools. Records of different types are received in tertiary institutions in Bauchi State North-east-Nigeria. Part of such records include students' academic records such as students' admission files, admission letters, payment records, medical records, continuous assessment records, examination scripts, examination results, accommodation records, end of semester academic progress report etc (Shehu 2017).

This study examines the management of students' academic records in Bauchi State institutions of Higher learning and in the end, identified the imperative of applying the New-Media in the Management of Students academic records. It dealt with types of students' academic records generated, procedures for managing academic records, challenges associated with management of students' academic records and identified the imperative of the application of new-media in managing academic records. In institutions of higher learning in Bauchi State, Nigeria comprising of Abubakar Tafawa Balewa University Bauchi, Bauchi State University Gadau, Abubakar Tatari Ali Polytechnic Bauchi, Garu Health Technology Bauchi, School of Agriculture Bauchi, School of Nursing and Midwifery Bauchi, College of Education Kangire, College of Education Azare, Maliki Health Technology Bauchi, College for Legal and Islamic Studies Misau, School of Health Technology Ningi and Social Development Institute Ningi.

Statement of the Problem

While attempting to appreciate the imperative of new media in management of academic records one is confronted by the dearth of literature that examine the management of students' academic records in higher institutions of learning in North-east Nigeria. This is against the back-drop of the imperative of having an effective new media engagement for managing students' academic records in institutions of higher learning in one of the crisis stricken regions in Nigeria where these institutions are more prone and vulnerable to both human and natural attacks. These stark realities informed this research.

Research Objectives

1. Find out the types of students' academic records generated/received.
2. Examine the procedure for managing students' academic records.
3. Identify the Challenges associated with the Management of Students' Academic Records

Literature review

Record management can be described as a documented and well laid down procedure for the management of records within an organization which includes but not limited to the identification, disposal, storage, and custody issues, access and security, of records within an organization. Onifade (2014), stated that records are information or data on a particular subject collected organized and preserved. This definition implies that any processed or unprocessed data that is collected and kept for future use constitutes a record. In other words, record is defined as documented proof of a transaction. School records therefore are books, documents, diskettes and files which embodied information about the school. These include academic and non-academic activities, important events etc.

However, the process of record keeping also provides a framework for keeping maintaining and providing for the disposition of records and what is contained in them. This framework is provided as a guideline designed to educate people on decisions regarding professional records keeping. For instance, the American Psychological Association APA, (2007) opined that it contain the "ethical principles of psychologist of code of conduct" generally required for the maintenance of appropriate records of psychological services. In Nigeria, just as in America, the nature and extent of records will vary, depending upon the purpose, setting and context of the services. Therefore, whatever the records may be, it is important that the staff get familiar with the legal and ethical requirements for keeping records in their specific professionals context and jurisdiction. Hence, records keeping must be guided by some level of confidentially, proper maintenance security, preservation of the content and context etc.

Unfortunately, the Nigerian situation regarding record keeping and organization especially in institutions of higher learning has not been too successful because of lack of management components. Writing in the support of the above findings, Ibiam (2004) noted that many years of

neglect had done great damage to the education sector and records keeping are not an exemption. In this view, Teresa (2011) believed that personnel (secretaries and filling clerks) who maintain the registry, manual system of file cabernets containing the paper evidence of university business are inadequate and in fact ignorant of their responsibilities. This called to question the reliability and authenticity of records kept in such a system.

The purpose of record keeping for effective school management is to ensure that accurate and proper records are kept on students' achievement and growth, school activities and matters that will promote school efficiency and effectiveness. Record keeping is an important function of both the administration and teaching staff of school. Additionally, school records includes those pertaining to personnel details of students, along with those of their academic performance, assessments and examination tests, school policies, minutes of school based meetings, including information received from ministries of education and other education bodies, solicitors, press organizations and public bodies (Osakwe 2011). School records can thus be said to comprise all existing and accessible records, books, files and other documents containing useful information that relates to what goes on in the school system. These records may also be in the form of reports, letters, memos, pictures, films, journals, diaries.

One of the attempts to explain the complex concept of records management was made by Mnjama (2009) who defined it as "that area of general administration that is concerned with achieving economy in the creation, use, maintenance and disposal of records." An interesting dimension in attempts to provide an insight into the proper definition of the concept of records management was highlighted by Chukwuma (2006) who espoused the idea of applying a system approach to the conceptualization of records management, which he termed as 'Records Management System.

Students' academic records are splendid and paramount important in any organizations especially in higher learning institutions which created, organize, preserve and retrieve the information. Students' academic records in higher learning institutions in Bauchi State comprised the office of the registrar, exams and records' office, Bursary office, library department, registry open and secret etc.

Students' academic records as outline by Dalton (2014), is a section that review the accuracy of students' data upon students matriculations and is responsible for maintaining all academic records. This maintenance includes ensuring that all changes to students' records, such as name changes and grade changes are done accurately and according to university policy. This area is also responsible for posting all final grades, including grades from study abroad, credit by exam and university extension.

In records management, records life cycle refers to the following stages of records life span, from its creation to its preservation in an archives or disposal. Therefore, various models of records life cycle exist, they all feature creation or receipt, use and disposition. FEA, (2015) stressed that; the records management phase of the records life cycle consists of the creation, classification, maintenance and disposition:

1. **Creation:-**The creation stage of the life cycle of record is very important because it sets the foundation for the life span of the records life cycle. Creation when information is received internally or externally in any form, including digital, print and video it becomes a record. Creation occurs during the receipt of information is classified in some logical system. As records are used, they required maintenance. Disposition encompasses, the destruction or transfer to an archive for future references. This is then followed by second, archival phase consisting of the selection or acquisition of the records by an archivist, finding aids and they like and the preservation of the records or perhaps, the information in the records. Researchers and scholars may continue to reference and use of the information contained within the records.

2. **Distribution:-**This phase is concerned with managing the record; it includes both internal and external distribution.

3. **Maintenance:-**This focuses on how a record is mange after it has been created and distributed. It is critical that a plan be put into place defining how the information will be catalogued only then can data be accessed for request or retrieved by authorized members of the institutions. Critical to this step having a process in place that ensures the record is returned and available to others.

4. **Disposition:-**Most records are retained and must be available for approximately seven years they are destroyed. There is small percentage of records that never lose their value. Retention period are defined by organizations specific retention schedule.

Richard, (2005) of the University of Washington proposed single records management archives goals: responsible records use and administration leading to either authorized destruction or archival preservation and administration. The profession of records management and archives while distinct surely are working towards the same objectives, the effective management of recorded information through all stages of the continuum from creation to disposal. What Berner calls responsible records use and administration requires ongoing cooperative interaction between the records manager and the archivists in order to:-

- Organize the records and analyze their content and significance to facilitate their availability.
- Make them available promptly to those administrators and researchers alike who have a right and requirement to see them.
- Systematically dispose of records that are no longer as it may be needed if necessary forever.

Mohammed, (2011) asserted that, in Living Stone International University Uganda Campus, information of managements records are recorded every semester, and at the end of the year, the summary is done. The recording is done by the secretary, registrar of the students' records in living stone international university with the latest technology or advance technology and they are still used paper based methods during recording whereby it take long time to capture one's information from paper into system and yet they have daily activities to do Benetti, (2011). Therefore, the students sometimes are counted using the registered students or counting. This system is characterized by manual form filling to get bio-data of the students and later transfer of the information from manual data, capture forms to computerized datasheets; therefore, it has led to an excessive number of mistakes to the final displacement of some students' forms hence leading to confusion at the time of comparing the results.

Challenges Associated with Management of Students' Academic Records

Luyomba (2010), outlined some of the problems encountered by records manager in the management of students' academic records as follows:-

1. Inadequate legal and regulatory framework;
2. Inadequate records management skills;
3. High Resistance to change;
4. Information security and privacy;
5. Insufficient Records Management facilities;
6. Inconsistency of records management policies;
7. Inadequate procedures and guidelines;
8. Inadequate political commitment.

Ngulube and Tafor (2006) revealed challenges in the following areas of records management:

i. Legislations: "Reports have shown that some national archival institutions were not managing records throughout their life-cycle partly due to weak legislative mandates", (i.e. weak institutional capacity).

ii. The absence of comprehensive records management policies, guidelines and practical standards

iii. Inadequate or the absence of preparation for an imminent shift from the use of paper-based to electronic records in the conduct of public businesses.

iv. Breakdown of the registry system in many countries

v. Funding   records management programmed

vi. Records management personnel and professional development

vii. Inadequate knowledge and use of archival and records management standards

viii. Records appraisal and scheduling practices

ix. Records preservation

x. Care of electronic records, audio-visual materials and photographic materials

xi. The accessibility of records

xii. Ethics (archival) – its awareness and use.

Egwuyenga, (2009) noted that, data which arise from the execution of legitimate functions of schools should be properly managed and secured. Unfortunately, these have not been the case in most institutions. He further listed some of the challenges facing management of students' academic records as follows:-

1. Records management in Nigeria is plagued by such problems as inadequate skilled and experienced management personnel, lack of sufficient funds and the placement of records management in a law priority pedestal in relation to other things. These problems have eaten deep into records management practice in Nigerian universities. In addition, archaic records keeping method and technology plus poor data against organization and preservation of records.

2. Universities may find themselves in an embarrassing position if requested records are not found as a result of poor records system where, litigation by aggrieved parties cannot be ruled out. Organizations that manage their records well reap immediate benefits in term of being able to utilize all available information resources for competitive advantages.

3. Effective records management systems provide information required for the proper functioning of organizations including universities. On the other hands, poor records system can be risky to organization.

4. An institution where paperwork is poorly managed, the flow of records through the life cycle is retarded, chaotic or non-existence. Records and the information they contains are difficult to retrieved, and costly duplication of paperwork is a frequent occurrence.

5. The other effect of poor organization is a decrease in the efficiency of the institutions and in an inflation of its operating costs. Organization of records referred to arrangement of resources which are primarily concerned with the evidence of organization activities and is usually applied according to the value of records rather than their physical formats Afolabi, (2004) and Egwuyenga, (2009).

Mesly, (2015) stated that, unskilled, inadequately grossly over-burdened staff is a factors militating against the efficient management of students' academic records. Ngulube and Tafor (2006) revealed challenges in the following areas of records management:

1. Legislations: "Reports have shown that some national archival institutions were not managing records throughout their life-cycle partly due to weak legislative mandates", (i.e. weak institutional capacity).
2. The absence of comprehensive records management policies, guidelines and practical standards
3. Inadequate or the absence of preparation for an imminent shift from the use of paper-based to electronic records in the conduct of public businesses.
4. Breakdown of the registry system in many countries
5. Funding records management programmed
6. Records management personnel and professional development
7. Inadequate knowledge and use of archival and records management standards
8. Records appraisal and scheduling practices
9. Records preservation
10. Care of electronic records, audio-visual materials and photographic materials
11. The accessibility of records
12. Ethics (archival) – its awareness and use.

Management of students' academic records in higher learning institutions in Nigeria faced a lot of challenges which according to Maidabino (2003), include inadequate fund, poor training, lack of adequate infrastructure and modern technology; which generally affect the organization and preservation of records. According to Todd, (1986) the absences of well defined records management policies or practices are problems to institutions of higher learning because the policies are supposed to be adopted by institutions and be strictly followed. The problems encountered in handling records are inadequate storage space and equipment, the problems encountered in retrieval & disposal of records are lack of storage space and equipment. When these records are not properly stored, it results to misplacement and loss of some essential documents. Moreover, most institutions have problems in records management because they do not find it necessary to train personnel in the area of records management.

Afolabi (2009) stated that organization and preservation of records practice in Nigeria has a number of problems which may include insufficient skilled and experience record management, personnel and possibly, low priority in organization and preservation of record in the scheme of things. Owe (2000) viewed the problems of records keeping from the perspective of these bodies-government, university management, the staff and the students. He accused these bodies of being responsible for in accurate or incomplete and dishonest records. Records are very essential for good governance as well as for sustaining human development.

Shehu (2008), reviewed the literature on problems affecting records management in organizations from a general and global to regional (African) and Nigerian public sector perspectives, and reported for instance that, Stark (2002) and Akotia (2010) had submitted that, despite the invaluable roles records play in organizations, officials often exhibit misconceptions and indifference to the management of records, which have been hindering public accountability. He also reported an observation by Akussah (2006) that "all African countries face problems in maintaining and developing their records," Other problems mentioned by the literature on archives and records management challenges in Africa reported by Shehu (2007) include those associated with the activities of the appraisal, accessioning, description, arrangement, preservation and conservation of records.

Methodology

Qualitative research methodology was employed for this research. It allowed the researchers to solicit for in-depth information and data by means of allowing the target population group or groups to provide needed information freely through interview. Narrative research design was also employed because it allowed the researcher to gather different sets of qualitative information about the subject matter. The researcher used structured type of Interview for the collection of relevant data and thematic analysis used to analyze the data collected.

Population and Sample

The target population for the study comprised of twelve (12) records managers dealing with students' records in the twelve (12) institutions. These institutions were:- Bauchi State University Gadau, Abubakar Tatari Ali Polytechnic Bauchi, School of Agriculture Bauchi,

Bauchi, School of Nursing and Midwifery Bauchi, College of Education Kangire, College of Education Azare, College for Legal and Islamic Studies Misau, School of health technology Ningi, Social Development Institute Ningi Garu School of Health Technology Bauchi, Maliki School of Health Technology Bauchi and Abubakar Tafawa Balewa University Bauchi. Purposive sampling technique was used to select one University, one college of Education, one private school of health Technology, one Polytechnic and one school of Agriculture.

Data presentation and findings

Question: Types of academic Records they generate/ receive in their institutions.

Response: P1: The types of records we generate include Applications for admission, Post UTME/DE screening database, Entrance exam and test scores, Acceptance letter, academic performance grade reports, transcripts etc.

P2: The types of records we generate are letter of recommendation, Personal and enrollment information e.g sex, marital status; date of birth, ethnic background, registration no etc., Students' medical data, Academic offences, academic transcripts and grade reports

P3: The types of records we generate include grade reports, counseling records, transcripts, Disciplinary offences, Information pertaining to action related to academic honesty or violation of academic honesty policy documents.

P4: The types of records we generate are personal information such as sex, marital status, date of birth, ethnic background, registration no etc., Students' medical data, Academic offences, Grade reports, Results of petitions and appeals filed by students, Transcript from other colleges

P5: The types of records we generate are applications for admission, Final transcript, Graduation list, reports of students' grade, Personal information e.g sex, marital status, date of birth, ethnic background, registration no etc., Students' medical data, Academic offences.

The participants have identified different records generated in the institutions under study. From the data collected, different students' academic records are maintained ranging from Applications for admission, Post UTME/DE screening database, Entrance exam and test scores, Acceptance letter , Letter of recommendation, Personal and enrollment information e.g sex, marital status, date of birth, ethnic background, registration no etc., Students' medical data,

Academic offences, Counseling records, Disciplinary offences , Information pertaining to action related to academic honesty or violation of academic honesty policy, Grade reports, Results of petitions and appeals filed by students, Transcript from other colleges, Final transcript, and Graduation list.

Question: *How do you manage the appraisal of your students' academic records?*
P1& P3: retention schedule

P4 & P5: standing order

P2: I am not sure.

With regards to how the institutions appraise their students' academic records, P1& P3 claimed using retention schedule to appraise their students' academic records, P4 & P5 use standing order and P2 was not sure on the specific procedure used to appraise their students' academic records. This finding corresponds to Boston University (2017), "Academic Students' Records and Disposal", School of Public Health Compliance with the state and federal professional practice standard in matters of records retention policies and procedures.

Question*: How do you organize your students' academic records?*
P1& P3: Folders, Directories, flat files.

P2: Databases, metadata, file cabinet

P4 & P5: Office plat files, Platforms like Google drive called cloud computing

On the issue of how the institutions organize students' academic records, the findings indicated that some institutions P1 and P3 use Folders, Directories, flat files to organize their students' academic records, P2 uses Databases, metadata, file cabinet, P4 and P5 use Office plat files, Platforms like Google drive called cloud computing. The results of the findings in terms of various tools use to organize students' academic records indicated that folders, directories, flat files, databases, metadata, file cabinet and Google drive.

Question: *What types of storage devices do you use in the management of students' records?*

Response: The participants responded as follows:

P1: Fire proof-cabinet, Temper-proof envelop, Computers (CPU) Digital Cameras

P2: Video/Audio recorders, Mobile phones, Scanners, CD/ DVD-ROMs

P3: Blu-Ray Disc, Flash Drives, External hard drives

P4: Optical Cards/Smart Cards e.g. Credit Cards, Blu-Ray Disc, Flash Drives, External hard drives.

P5: Official email and local directories

This finding revealed that all the five institutions had almost common pattern in the types of storage devices they use in the management of students' records with some little variations. P1 uses Fire proof-cabinet, Temper-proof envelop, Computers (CPU) Digital Cameras, P2 uses Video/Audio recorders, Mobile phones, Scanners, CD/ DVD-ROMs, P3 uses Blu-Ray Disc, Flash Drives, External hard drives, P4 uses Optical Cards/Smart Cards e.g. Credit Cards, Blu-Ray Disc, Flash Drives, External hard drives and P5 uses official email and local directories.

Storage Devices used in the Preservation of Students' Academic Records

Response: The participants responded as follows:

P1: Diskettes, Radio cassettes, Video cassettes, CDs/DVDs

P2: Blue-rays, Computer drives, External Hard drives

P3: Flash drives and Memory cards

P4 & P5: Optical Disk Diskettes, Radio cassettes, Video cassettes, CDs/DVDs

Considerably, data collected through interview shows the most used storage device in the Preservation of Students' Academic Records in these institutions. P1, P4, and P4 identified diskettes, radio cassettes, video cassettes, CDs/DVDs as the most used, P2, identified Blue-rays, Computer drives, External Hard drives as the most used storage device in the Preservation of Students' Academic Records in their institution and P3 identified Flash drives and Memory cards as the most used storage device in the Preservation of Students' Academic Records in their institution.

Methods Used for the Disposal of Unwanted Records

Question: Which methods do you use for the disposal of unwanted records?

P1& P3: Burning and Pulping

P4 & P5: Deleting from the main storage device

P2: chemical destruction (maceration)

It can be observed that all the five (5) participants interviewed agreed their institutions engaged in the disposal of unwanted records of their students, even though they used various methods of disposals. Some institutions P1& P3 indicated using Burning and Pulping, P4 & P5 claimed deleting from the main storage device and only P2 claimed using chemical destruction (maceration) in the disposal of unwanted records.

Question: what are the challenges associated with management of Students' Academic Records in your institution.

P1: Inadequate regulatory framework, insufficient funding, inadequate records management skills.

P4: Inadequate power or energy supply, Poor information security and privacy, Insufficient Records Management facilities.

P3: Inconsistency in policies, inadequate procedures and guidelines, Poor management/administrative commitment.

P2: Lack skilled manpower, Low quality devices used in the storage of students' records, Inadequacy of relevant training.

P5: absence of comprehensive records management policies, guidelines and practical standards , Inadequate of preparation for an imminent shift from the use of paper-based to electronic records The findings revealed that the problems associated with the management of Students' Academic Records in Higher Institutions Of Learning include absence of comprehensive records management policies/regulatory framework as pointed out by four out of the five participants.

Insufficient funding and inadequate records management skills was revealed by P1. Participant, P4 identified Inadequate power or energy supply, Poor information security and privacy, Insufficient Records Management facilities, while P3 identified inadequate procedures and guidelines, Poor management/administrative commitment, Lack skilled manpower, Low quality devices used in the storage of students' records, Inadequacy of relevant training also affect the management of Students' Academic Records in Higher Institutions of Learning as revealed by P2. In addition, P5 lamented lack of practical standards, Inadequate of preparation for an imminent shift from the use of paper-based to electronic records as the problems associated with the management of Students' Academic Records in Higher Institutions of Learning.

Question: What problems do you encounter in the organization of students' academic records?

Response: **P1:** Lack of standard on naming metadata

P2: Poor distribution of files into respective folder/ directories and duplicating folder names
P3: Duplication of file folders, improper naming of files

P4 & P5: Poor file encoding

From the findings above on the problem encountered, duplication of file folders was revealed by P3 and P3, P1 and P3 identified lack of standard on naming metadata/ improper naming of files, P4 and P5 identified Poor file encoding and P2 lamented poor distribution of files into respective folder/ directories as a problem they encounter in the organization of students' academic records.

The findings of the study revealed that the institutions receive different types of records in different formats. These include records on Grade reports and Transcript from other colleges academic records generated or received. Entrance exam and test scores, Final transcript, Graduation lists, Personal and enrollment information e.g sex, marital status, date of birth, ethnic background, registration no etc., students' medical data, Information pertaining to action related to academic honesty or violation of academic honesty policy, Counseling records, Applications for admission, Disciplinary offences, Academic offences, Acceptance letter, Post UTME/DE screening database, Results of petitions and appeals filed by students, and Letter of recommendation being the least generated or received in that order. On the procedures for managing students' academic records in Institutions of higher learning understudy in terms of:-

Appraisal and Accessioning; the study established that Retention Schedule and standing order are the procedures used to appraise their students' academic records.

Organization and Arrangement; the study established that these institutions organize their students' academic records through directories, folders, File cabinet, Office plat files, Metadata, Databases and other platforms like cloud computing e.g Google drive. The major problem they encounter in the organization of students' records is lack of standard on naming metadata, followed by Poor file encoding, Duplication of file folders, Poor distribution of files into respective folder/ directories and other problems being the least in that order.

Storage and preservation; The major storage devices used in the management of students' records in Bauchi state higher institutions of learning are External hard drives , temper-proof envelop, Digital Cameras, Fire proof-cabinet, Video/Audio recorders, Scanners, Blu-Ray Disc, CD/ DVD-ROMs, others devices, Flash Drives, Mobile phones, Computers (CPU), Optical Cards/Smart Cards e.g. Credit Cards being the least.

Retention and Disposal; Informational value was the major factor they consider in retaining their students' academic records, followed by Archival value, Legal value and other values like historical values. In relation to the nature of records disposition, many of the respondents transfer their students' records to archive. In relation to records disposition in these institutions, many of the respondents indicated Institutional Retention Schedules as what guides their institutions in records disposition. For the disposal of unwanted records and many of the respondents claimed deleting from the main storage device as the method they use.

With regards to the challenges associated with the management of students' academic records in institutions of learning in Bauchi State Nigeria, the study established that the major challenge facing the management of Students' academic records in those institutions include absence of comprehensive records management policies, guidelines and standards procedure that are inline with the best practices, Inadequate regulatory framework that will spell out the types of students' academic records to be generated as well as their formats, Inadequate train and retrain of staff, Inadequate power or energy supply, Insufficient funding, Low qualitative devices used in the storage of students' records, and Other challenges not mentioned.

Implication

The standard procedures for the efficient management of students' academic records run through a process of generation, appraisal and retention, preservation, access and use. However, the need to proffer viable and sustainable measures to the challenges facing Management of Students' Academic Records particularly in Institutions of Higher Learning in Bauchi State has led to the gloomy discovery of poor application and in some of the institutions, lack of application of the new media in managing student's records.

The record managers dealing with students' academic records in the institutions interviewed employs different procedures and media in the management of students' academic records. This can be attributed to lack of standard guideline/framework on use of new media in student's record management. It is therefore necessary for a comprehensive framework on the new media for all the institutions. There should be standard procedure propelled by the new media in line with best practices for the management of students' academic records in higher institutions of learning in Bauchi State, Nigeria. The procedure will outline the types of students' records to be generated as well as their formats and procedure of management.

There is a need for consistent training and retraining of managers of students' records in order to acquire the required competency on use of new media in record management. There should be adequate provision of sufficient funding and adequate power or energy supply, Lastly, there should be a drastic effort towards provision of new media devices and the overall information infrastructure   used in the management of students' academic records

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