TYPE: Administrative
TITLE: Forms Management Program
NO.: ADMIN-280
RESPONSIBILITY: Chief Administrative Officer
APPROVED BY: Durham College Leadership Team
EFFECTIVE DATE: October 2020
REVISED DATE(S):
REVIEW DATE: October 2024

1. Introduction

Information is a College asset, and the implementation of a Forms Management Program will support the College's information management practices and ensure a coordinated approach to form design and implementation that is essential for the conduct of College business.

The Forms Management Program will provide a framework to avoid the proliferation of forms and to improve administrative efficiency and customer service by using a consistent approach to forms management.

2. Purpose

The purpose of the Forms Management Program policy and procedure is to establish requirements, accountability measures, and responsibilities for the efficient and central administration of the College's forms.

3. Definitions

Refer to Durham College's Standard Definitions.

4. Policy statements

4.1. The College's Forms Management Program is consistent with the following core principles:

4.1.1. **Compliance** – the collection of information will be user-friendly, consistent, and compliant with relevant legislation, policies, and standards.

4.1.2. **Quality** – all forms will be of a consistent quality, legible, and branded according to Durham College standards adding value and integrity to the organization and enhancing customer service.

4.1.3. **Administrative Efficiency** – the central administration of forms will enhance efficiency by leveraging technology to improve and automate business processes to eliminate unnecessary, obsolete, or duplicate forms and to improve the user experience.

4.1.4. **Information Management** – Forms are College records, and the effective management of forms contributes to the College's goal of strengthening its information management program. .

4.2. Durham College will have a Forms Management Committee, comprised of representatives and stakeholder groups from across the College.

4.2.1. The purpose of the Forms Management Committee is to:

- Develop an administrative framework for a Forms Management Program;

- Ensure legislative and legal compliance with the collection of information and to improve the College's information management program as it relates to forms;

- Review business processes and workflows related to forms management;

- Create and maintain a forms Inventory and central forms repository of all Durham College forms;

- Approve and review all requests for new forms or a revision to an existing form.

4.3. All Durham College forms will meet the following requirements:

4.3.1. All forms must satisfy a legitimate business need for the information collected and will only collect information that is necessary to accomplish the administrative or operational requirements of the College.

4.3.2. All forms must comply with the minimum standards and guidelines and common language bank established by the Forms Management Committee.

4.3.3. Whenever practical, digital forms should be used to reduce costs associated with printing and storage and to align with Durham College's sustainability initiatives.

4.3.4. The use of a digital signature or electronic signature on a form is permissible in accordance with the College's Digital and Electronic Signatures policy and procedure.

4.3.5. No form will be used without review and approval by the Forms Management Committee.

5. Procedure

5.1. A department needing a new form will submit a request to the Forms Management Committee by email to forms@durhamcollege.ca a minimum of five (5) business days in advance of when the form is required. The request must describe the intended purpose of the form and include a draft of the proposed form.

5.2. A department needing a revision to a form will submit a request by email to forms@durhamcollege.ca to the Forms Management Committee a minimum of two (2) business days in advance of when a change is needed.

5.3. When a request for review is received, the Forms Management Committee will review the form for compliance with the minimum standards and guidelines and common language bank and will advise the form author if changes are required.

5.4. If changes are required, the form author will make the changes and resubmit to the Forms Management Committee for final approval.

5.5. The Forms Committee will assign a form name upon approval of the form. Standard naming conventions based on the Durham College Records Classification Scheme will be assigned to all forms to ensure proper retention of the information being collected.

5.6. Once final approval is received from the Forms Management Committee, the form can be used.

5.7. Following approval:

    5.7.1. The Forms Management Committee will add the form to the forms inventory and post the form to the central forms repository (ICE), the Durham College website, or MyCampus.

    5.7.2. Any required communications are the responsibility of the form author.

6. Roles and responsibilities

6.1. It is the responsibility of the Chief Administrative Officer to ensure this policy and procedure is fully implemented.

6.2. It is the responsibility of the Durham College Leadership Team to approve the College's minimum standards and guidelines and common language bank.

6.3. It is the responsibility of each Vice-President to ensure their departments are compliant with the College's Forms Management Program.

6.4. It is the responsibility of the department requiring a new form or a revision to a form to ensure compliance with the minimum standards and guidelines, common language bank and related policies and procedures.

6.5. It is the responsibility of a form author to submit a form for review or revision to the Forms Management Committee within the suggested timelines.

6.6. It is the responsibility of the Forms Management Committee to manage all aspects of the College's Forms Management Program, including the timelines set for form review.

7. Accessibility for Ontarians with Disabilities Act considerations

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure, and it adheres to the principles outlined in the College's commitment to accessibility, as demonstrated by the Accessibility Plan (ADMIN-203).

8. Non-compliance implications

- Non-compliance with this policy and procedure could result in the College having forms that are not legally compliant and unprofessional, causing reputational damage and possibly financial penalties to the College.

9. Communications plan

- A message will be posted on ICE alerting employees when new or revised policies and procedures are added to ICE.
- A message will be posted on MyCampus, alerting students when new or revised policies and procedures are added.

10. Related Forms, legislation or external resources

- Freedom of Information and Protection of Privacy Act
- Personal Health Information Protection Act
- Minimum Guidelines and Standards for College Forms
- Common Language Bank for College Forms
- Durham College Common Records Schedule