

**California University of Pennsylvania
Pennsylvania State System of Higher Education**

**Technology Policy Number 2012-01
Policy on User Account Retention**

Approved by: Cabinet

History: Issued -- 10/1/2012

Revised --

Additional History

Related Policies:

Additional References:

I. Introduction

Computer accounts are available for California University of Pennsylvania students, faculty, staff, and guests. When a student graduates from the University or is otherwise no longer enrolled, or an employee leaves the University, his or her computer account is available for a period of time as determined by the California University of Pennsylvania Policy on User Account Retention and then the contents are purged. Purging an account consists of permanent deletion of email, network drives, and other stored data. Guest accounts are temporarily granted to vendors, trainers, visitors, and guests of University employees.

II. Purpose

The purpose of this policy is to ensure consistent account retention practices in order to use limited resources efficiently and securely.

III. Statement of Policy

Students

- Accounts are deactivated 150 days (5 months) from their date of graduation.
- For students who do not re-enroll, accounts are deactivated after 510 days (17 months). (Students who do not graduate or re-enroll in classes.)
- All student accounts are purged 30 days after the deactivation date.

Students are sent a reminder e-mail message approximately 14 days before an account is deactivated.

Employees

- Faculty and staff accounts are deactivated upon termination date or last work date.
 - Due to their dynamic nature, Faculty and Temporary Faculty accounts are audited and evaluated once a year by the Provosts Office in the month of June and may be deactivated if deemed to no longer be needed.
- All employee accounts (both faculty and staff) are purged 30 days after the deactivation date.
- An Out-of-Office message is available upon manager's request stating "Please contact Employee Y/Department Y for further assistance." This request is made through the University Technology Services Helpdesk. Please note that once the account is purged, the Out-of-Office message no longer functions.
- Access to the employees Network Drive, email, and voicemail is available upon manager's request if a valid business reason exists that is aligned with the Acceptable Use Policy (AUP). This request is made to Human Resources (HR). Access is limited in duration and goes away once the account is purged. Please note that any data deemed to be sensitive or confidential may be redacted or removed.
- The University is not responsible for providing copies of data to a departing employee.

Guests

- California University of Pennsylvania may provide guest accounts in Active Directory for vendors, trainers, and guests of University employees. Wireless guest accounts with Internet-only access are available for University visitors. These accounts must not have access to confidential information unless deemed a business necessity by the University data owner. They are only to remain active for a predetermined period established by California University of Pennsylvania and the guest account requester.

General

- Data and email cannot be recovered once an account is purged.
- The University may, within its discretion and notwithstanding the timeframes above, deactivate inactive accounts. An inactive account is an account that does not log-in or check email.
- Special Accounts (including Student Worker, GA, Club, Departmental, and Guest Accounts) must have a sponsor and point of contact.

IV. Definitions

- **Deactivating an account-** consists of disabling an account. Email continues to collect. Email, network drives, and other stored data remain, but the user is unable to access these resources.
- **Purging an account-** consists of permanent deletion of email, network drives, and other stored data.