



## ACCOUNT DEACTIVATION AND REMOVAL POLICY

Policy No.: CU-IT-79

### **SECTION 1: GENERAL**

- 1.1 **Scope:** This policy is applicable to the deactivation and removal of accounts for Concord University employees who resign from the university, retirees, employees granted emeritus status, terminated employees, students, and other accounts created to facilitate the work of the University.
  - 1.2 **Effective Date:**
  - 1.3 **Authority:** W. Va. Code § 18B-1-6; 133 C.S.R. 4, Rules and Administrative Procedures
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### **SECTION 2: BACKGROUND AND PURPOSE**

#### **2.1 Purpose**

Concord University provides access to certain services, including email accounts, to students, employees, and third parties for use in the regular occurrence of their studies/jobs at no cost to the user. Accounts are removed from Concord systems when the person responsible for the account has left the University. This policy recognizes the need to use some IT services, especially email, for a period of time after separation from the University. Email services for employees will not be provided beyond 30 days, unless emeritus status is considered and awarded, the employee is a retiree in good standing, or there is an exception made. Email services for students will be active for one (1) semester following their last attended semester.

Accounts are also provided to allow access by parties working with Concord, including but not limited to contractors, research and development corporation employees, student employees, and volunteers. Access granted will be limited to the resources required and may include email. Termination dates are decided at the beginning of certain engagements and may be changed as needed.

Email content is the property of the University, not the individual account holder; therefore, when an employee is separated from the University, whether voluntarily or involuntarily, it is important that the individual no longer have access to University data. Email content that contains the following intellectual property, in accordance with Board of Governors Policy CU-AA-78: Intellectual Property Rights & Responsibilities, will be made available upon request should the account holder need access to the following content:

- Individual scholarly research.
- Scholarly publications or productions of creative work/material, and
- Materials developed for coursework (i.e., syllabi, classroom resources, or any materials developed for pedagogical purposes in specific courses/online courses).
  - o This does not include pedagogical materials developed through an arrangement involving monetary or other compensation determined through contractual means.

This policy applies to all University accounts created and the deactivation and removal of those accounts once an individual leaves the University.

This policy also outlines the steps taken to remove data from a University account to prepare it for use by the retiree, supervisor or student.

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### SECTION 3: DEFINITIONS

- 3.1 **Active Directory:** The system in use by the University to manage accounts and permissions.
- 3.2 **Archive location:** Location or technology used to store copies of messages, calendar events, and other items within Microsoft email services.
- 3.3 **Deactivate:** Accounts are set so no one can login to them any longer. The accounts information is not permanently deleted.
- 3.4 **Email:** All electronic mail services provided, owned, or funded in part by the University. This term applies to transmission and receipt of data, including email headers, summaries, and addresses associated with email records and any attached file for text.
- 3.5 **Employee Number:** An internally-generated number used to identify individuals associated with the University.
- 3.6 **Login Account:** The official University credentials required to access restricted resources or software services.
- 3.7 **Resources:** The computer systems in use throughout the University to perform the work required (i.e., Banner, Slate, Argos, Library systems, DegreeWorks, etc.).

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### SECTION 4: RESPONSIBILITIES

- 4.1 The University's Chief Information Officer is responsible for the implementation of this procedure.

- 4.2 The Office of Human Resources (HR) handles all hiring, retirements, separations/resignations, and terminations, which includes requests made to IT for creation and deactivation of email accounts.
  - 4.3 Presidential Cabinet members may request accounts for special use. These offices will be responsible for providing the information required to create an account and for providing a termination date for such accounts. University recognized organizations may also request creation of an email account, approval being at the discretion of IT services.
  - 4.4 Information Technology Services will maintain accounts for continued use and/or deactivation as noted below:
    - 4.4.1 **Terminations/Resignations** – accounts deactivated day of separation/termination.
    - 4.4.2 **Retirees (including those considered for emeriti status)** – accounts archived 90 days after separation.
    - 4.4.3 **Students** – accounts deactivated 180 days following end of last semester attended; remove active directory account one year after the last date of attendance.
    - 4.4.4 **Other Types of Accounts** – deactivated immediately after they are no longer needed.
  - 4.5 Information Technology Services ensures that all data/content associated with an account, while the person was an employee, is archived upon separation, and then ensures all data and email content is deleted from all Concord databases or servers prior to deactivating and removing an account.
  - 4.6 Information Technology Services will review all student accounts annually, removing accounts from Active Directory that have been deactivated within the last six months.
  - 4.7 Exceptions pursuant to Section 4.4 above for employees should be requested through Human Resources and exceptions for students should be requested through the Chief Student Affairs Officer and Dean of Students. These requests must come with justification for the exception.
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## **SECTION 5: PROCEDURES FOR ACCOUNT DEACTIVATION AND REMOVAL**

### **5.1 TERMINATIONS/RESIGNATIONS**

- 5.1.1 The employee's supervisor, or the employee, submits a notice to Human Resources indicating the employee will be leaving the University or the University exercises its right to terminate employment.
- 5.1.2 Human Resources then provides certain data to Information Technology Services, including the employee's name, employee number, and separation date. If this is a termination, information should also include the person who should be granted

access to the employee's accounts and/or email content or where email should be forwarded.

- 5.1.3 Information Technology Services will deactivate the employee's Active Directory account, terminating access to email and all other resources/accounts, forward the email if needed, and place the account in a 'hold' container.
- 5.1.4 Information Technology Services will copy all email content to an archive location, along with all data stored on University owned systems (network shares, computer, OneDrive) and store everything on a secured file share.
- 5.1.5 Account data will be archived immediately following the original termination/separation date.

## **5.2 RETIREES**

- 5.2.1 The employee notifies Human Resources that they will be retiring from the University. The notice should indicate, among other things, the date of retirement and if the person wishes to retain temporary access to their University email account data. Email account data is all the data in Office 365. The employee will be given access for 90 days as stated in Section 4.4 to remove personal emails and files from the Concord systems and, if appropriate, copy them to their personal email or device. If more time is needed, the employee must notify IT services prior to the end of the 90-day period; approval of such is at the discretion of IT services. As referenced in Section 2.1, all email content is the intellectual property of Concord University.
- 5.2.2 If the notice indicates the person would like to retain their University email data as a retiree, Human Resources should include the employees non-University preferred way that retiree wants contacted (e.g., personal email address or phone number).
- 5.2.3 Information Technology Services will copy all email content to an archive location file, along with all data stored on University owned systems (network shares, OneDrive) and store everything on a secured file share.
- 5.2.4 Information Technology Services will remove the account from all distribution lists and move the account in the "retired employee" container within Active Directory.
- 5.2.5 Following the expiration of the 90-day period as described in Section 4.4.2, access to email will be removed; provided, that the employee has not requested/been approved for additional time. Information Technology Services will, then, deactivate the retiree's active directory account.

## **5.3 EMERITUS FACULTY/STAFF/ADMINISTRATOR**

- 5.3.1 Pursuant to Concord University Board of Governors Policy CU-GA-6, University Honors, Recognitions, and Awards, the employee's supervisor or colleague submits a request to the President's Office for emeritus status for a retiring employee.

- 5.3.2 Upon confirmation of emeritus status, Information Technology Services will remove the account from all distribution lists and move the account into the “emeritus” container within Active Directory. The original employee account will also be scheduled for termination one-year following the date of retirement, or until Emeritus status is confirmed.
- 5.3.3 Information Technology Services will copy all email content to an archive location, along with all data stored on University owned systems (network shares, computer, OneDrive) and store everything on a secured file share.
- 5.3.4 Account data will be archived immediately following the original retirement date.
- 5.3.5 If Emeritus status is not confirmed, Information Technology Services will deactivate the retiree’s active directory account and place the account in the “retired employee” container.
- 5.3.6 Those employees who qualify under this section shall retain email account access for 90 days or until confirmation of Emeritus status.
- 5.3.7 The University will create an emeriti.concord.edu domain account and a disclosure will be included showing that this is an Emeritus account, not a current employee account. The original email will be used as an alias so that any email sent to the original email address will be delivered to the emeriti address.
- 5.3.8 Following creation of the emeriti domain account, the account will remain active for two years. Thereafter, the University will send an email prompting request of continued account access every two years.

#### **5.4 STUDENTS**

- 5.4.1 Student accounts will be deactivated 180 days following the last semester attended, as determined by class enrollments.
- 5.4.2 If a student would like to retain the content in their Concord email account, they will need to contact the IT Helpdesk with that request and include a non-University preferred way to be contacted (e.g., personal email address or phone number). The request must be made before the account is deactivated and can be accomplished by sending email to [helpdesk@concord.edu](mailto:helpdesk@concord.edu).
- 5.4.3 Information Technology Services will remove the account from all distribution lists and move the account into an “inactive student” container within Active Directory.
- 5.4.4 Following the expiration of the one-year period as described in Section 4.4.3, Information Technology Services will deactivate the student’s active directory account.
- 5.4.5 Students who graduate will be issued an Alumni account upon request. They will need to contact the IT Helpdesk with that request and include a non-University preferred way to be contacted (e.g., personal email address or phone number). The

request must be made before the account is deactivated and can be accomplished by sending email to [helpdesk@concord.edu](mailto:helpdesk@concord.edu).

## **5.5 OTHER ACCOUNTS**

- 5.5.1 Other accounts are special accounts setup for access by parties working with areas at Concord, and could include contractors, student employees, and others. Access granted will be limited to the resources required and may include email.
- 5.5.2 Required access and distribution group membership will be determined in consultation with the supervisor and Information Technology Services.
- 5.5.3 Information Technology Services will include an end-date in Active Directory to ensure these accounts are terminated at the scheduled end of an engagement. If the supervisor wishes to continue the engagement, Information Technology Services must be notified, in writing, with a new end-date.
- 5.5.4 If a supervisor would like to retain email or data stored in the Concord accounts, they will need to contact Information Technology Services with that request. The request must be made within 60 days of the account being deactivated and can be accomplished by sending email to [helpdesk@concord.edu](mailto:helpdesk@concord.edu). Information Technology Services will copy all email content and other data and send it to the supervisor.
- 5.5.5 Account data will be archived immediately following the original termination/separation date.

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## **SECTION 6: AMENDMENTS**

This Policy may be amended to change or update any and all West Virginia Code citations, names, titles, links to information, grammar, and spelling errors without going through the rulemaking process.

Federal and State laws, rules and regulations change. The Board may modify any portion of this policy to conform with the University's practices with such changes. Subject to the University's rulemaking policy, the University will change this policy to conform to the most current laws, rules, and regulations within a reasonable time of discovering the change.

### **APPROVAL**

Intent to Plan Approved by Board of Governors: June 4, 2024

Policy Approved by the Board of Governors: December 03, 2024