



California University of Pennsylvania

ACCOUNT RETENTION POLICY

A. Purpose & Scope:

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

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.

B. Definition(s): N/A

1. **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.
2. **Purging an account-** consists of permanent deletion of email, network drives, and other stored data.

C. Policy/Procedure(s):

1. Students

- The accounts of students who graduated are transitioned to Alumni 1 term after graduation so they can keep their current email. (Note that Fall and Winter terms are combined and considered 1 term)
 - Spring graduates get transitioned in the Fall
 - Summer graduates get transitioned in the Spring
 - Fall/Winter graduates get transitioned in the Summer
- The accounts of students who do not re-enroll are deactivated after 3 terms of not attending classes. (Note that Fall and Winter terms are combined and considered 1 term)
- The accounts of students who do not re-enroll are purged 30 days after the deactivation date.
- Students who graduated are sent an email regarding the transition approximately 45 days before transition.

- Students who do not re-enroll are sent an email regarding deactivation approximately 15 days before deactivation.

2. Employees

- The accounts of Staff are deactivated upon separation date or last work date.
- The accounts of Retired Faculty are transitioned to Retired Faculty so they can keep their current email.
- Due to their dynamic nature, the accounts of Faculty and Temporary Faculty who have separated, are audited and evaluated once a year by the Provosts Office and may be deactivated if deemed to no longer be needed.
- The accounts of separated employees 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.
- The University is not responsible for providing copies of data to a departing employee.

3. 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.

4. 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.

D. Effective date: October 1, 2012

Adopted: October 1, 2012 **by:** President’s Cabinet

Amended Date: November 20, 2018