

ACCOUNT RETENTION AND TERMINATIONS GUIDELINES

July 16, 2007

FACULTY/STAFF E-MAIL ACCOUNTS

Faculty/Staff email accounts are created for all qualifying employees upon employment by the University. Creation of employee email accounts is an automated process triggered by entry and setup of an employee in the Banner HR system.

Faculty/Staff e-mail accounts are deactivated via an automated process triggered by employment status changes to the Banner HR systems. After one year of deactivation, the account will be permanently deleted.

Retiring Faculty/Staff who wish to retain their email account may do so by having their department head send an on-line request to the help desk.

STUDENT E-MAIL ACCOUNTS

Student e-mail accounts are created for all WKU students automatically when the student registers for classes the first time. This automated process is triggered by the student's registration activity in Banner. Note that *admitted* students do not have an e-mail account created until they register for classes.

Student e-mail accounts remain active as long as the student continues to be enrolled at the University. If a student has not registered by the last day to enroll for class during a semester (excluding winter, may or summer terms), his/her account will be disabled.

All students who graduate with a degree retain their WKU e-mail account indefinitely as long as they access it at least once every six months. After graduation, the account is essentially an alumni and/or e-mail-for-life account.

ALUMNI E-MAIL ACCOUNTS

Alumni e-mail accounts are created in one of two ways. The first way is when a student graduates with a degree and his/her e-mail account is automatically retained indefinitely for use by the graduate (described above). This process of automatically retaining e-mail accounts for graduates began in May 2006. The second way is for an alumni of the University to sign up for an alumni e-mail account via an online process found on the Information Technology website. Alumni e-mail accounts must be accessed at least once every six months to remain active.

STUDENT TOPNET ACCOUNTS

Student TOPNET accounts are created automatically upon admission to the university. Students are also issued a PIN that is the last 6 digits of your social number. Your first access will force a change in your PIN.

Student TOPNET accounts are maintained indefinitely for all former students. This enables former students to access academic records history (transcripts, grades, etc.) after graduation.

STUDENT LAB LOG-ON

In the open student computer labs, students use their e-mail account to log into the lab computers. As long as the student is enrolled, the student has access to lab computers.

If a special authentication is required (e.g., for a class or group), the authentication is created locally and has its own starting date and ending date.

FACULTY/STAFF NOVELL ACCOUNTS AND SHARED FOLDERS

Novell Netware accounts will be provided for all WKU faculty and staff upon notification of employment from the department and verification through Human Resources.

Most accounts have access to one or more “shared” file areas on the network servers. Because files in these areas may be accessed by numerous accounts within a department or across the University, these areas should not be used for long-term storage of important files or to hold files containing sensitive information.

Shared folders located on servers are generally not secure areas, and as such, they should be used only for temporary storage of non-sensitive information. Each user is responsible for the files placed in any shared area, as well as for cleaning up files that are no longer needed. Files left in the shared areas that have not been accessed for 30 days will be subject to removal by Network Services.

In the event that long-term shared-file storage is required for a departmental project, a request can be made to set up an area to hold the necessary files. A folder owner will need to be identified to be responsible for the data to be stored in the shared area, as well as to identify the file permissions to be given to other user accounts. A termination date for the file space will be established when it is created.

Novell accounts will be maintained until notification is received from Human Resources or the department that an individual is no longer employed by the University. The accounts will then be deleted.

DATA CENTER BACKUP & LOGS

- All security related logs will be kept online for a minimum of 30 days.
- Daily incremental tape backups will be retained for at least 30 days.
- Weekly full tape backups of logs will be retained for at least 3 months.
- Monthly full backups of selected systems will be retained for a minimum of 1 yr.
- E-Mail System backups will be retained from 1-5 days (approximately).

BANNER AND TOPNET ACCOUNTS

Faculty/Staff accounts for Banner and TOPNET are created upon the employee completing a user training and orientation session. The session is mandatory and there are no exceptions. Employees will sign a Federal Educational Reporting and Privacy Act statement at the conclusion of the user orientation session then shortly after that accounts will be issued.

Faculty/Staff accounts for Banner are immediately disabled upon notification of the employee's termination from Western Kentucky University. The Human Resources Department notifies Administrative Systems and Applications of employee terminations.

BLACKBOARD ACCOUNT CREATION

WKU users: All faculty, staff, and students have Blackboard accounts created for them automatically when they are first hired or enrolled.

Non-WKU users: WKU's license to use Blackboard generally prohibits the creation of Blackboard accounts for persons who are not affiliated with Western Kentucky University. Non-affiliated persons may be eligible for temporary Blackboard accounts under special circumstances such as:

- Participation as a guest instructor in a WKU course
- Participation as a student in a program sponsored by WKU
- Participation as a member of a WKU committee

Non-WKU user accounts are created with an expiration date and are deleted on that date.

BLACKBOARD ACCOUNT DELETION

WKU users' accounts will remain active for the duration of their affiliation with the university. Users whose affiliation with WKU has ceased will have their Blackboard accounts disabled as follows:

- Students: After two consecutive terms of non-enrollment
- Faculty/Staff: Upon termination of employment

TELECOMMUNICATIONS

Faculty/Staff voicemail accounts are created upon request by the department.

Faculty/Staff voicemail accounts are disabled upon notification of termination after consulting with the department.

Student voicemail accounts are created after a student purchases an account with Student Telephone Service.

Student voicemail accounts are disabled at the end of each semester.

NOTE: All times are subject to change at the discretion of the IT Division based on situational requirements.

Policy approved by Administrative Council on September 8, 2003.

Revised per Vice President for Information Technology on December 14, 2006.

Revised per Vice President for Information Technology and Office of Internal Audits on July 16, 2007.

Revised per Vice President for Information Technology to add Retiring faculty/staff on April 10, 2008