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## Policy IT009: User Account Retention

Recommended for Approval by:

A handwritten signature in black ink, appearing to read "Fawn L. Petrosky".

Fawn L. Petrosky, Vice President for Finance and Administration

Approved by:

A handwritten signature in black ink, appearing to read "R. Lorraine Bernotsky".

Dr. R. Lorraine Bernotsky, Interim President

**Effective Date:** 02/24/2023

**Amended:** 12/13/2023; 01/31/2024

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### A. Intent

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

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

### B. Definition(s)

- **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 and any other resources that use this account.
- **General Data Protection Regulation (GDPR)** - The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU).
- **Purging an account-** consists of permanent deletion of email, network drives, and other stored data.
- **User** – a.k.a “end user”. Any individual who uses a computer or other information technology resource that is controlled, managed or owned by Penn West.

- **Account** – an Information Technology technique for connecting a user to an information service or resource.

## C. Policy

### Students

- Accounts are deactivated 150 days (5 months) from their date of graduation.
- For students who do not graduate but do not re-enroll in classes, accounts are deactivated after:
  - Undergrad: 510 days (17 months) from the date of the end of the last semester enrolled.
  - Grad: 780 days (26 months) from the date of the end of the last semester enrolled.
- All student accounts are purged 30 days after the deactivation date.
- SA021: Death of a Student policy details specific account handling in the event of the death of a student.

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.
  - Temporary Faculty accounts are also audited and evaluated twice a year by the Provost's Office in the months of June and December 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 Information Technology Services Helpdesk. Please note that once the account is purged, the Out-of-Office message no longer functions.
- Access to the employees electronic file storage, email, and voicemail is available upon manager's request if a valid business reason exists that is aligned with the IT001: 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

- PennWest 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 PennWest and the guest account requester.

## **Alumni, Retired, and Emeritus Accounts**

- PennWest will not provide Retired or Alumni Accounts.
- Individuals who anticipate being granted Emeritus status pursuant to Pennsylvania State System of Higher Education Board of Governors Policy 2000-03-A may request keeping their email account by submitting a request to Human Resources (HR).

## **General**

- All account holders are required to adhere to the IT001: Acceptable Use Policy.
- 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.
- The University may, at its discretion, inactivate, modify or remove any account due to suspicious activity in response to cyber-security monitoring and detection systems.

## **General Data Protection Regulation (GDPR)**

- If you are subject to the provisions of GDPR, requests will be evaluated and best efforts to comply will be completed, taking in account that specific elements of a student record is a critical business record had a requirement for retention due to applicable State and Federal laws.

## **D. Procedure(s)**

Not Applicable.

## **E. Related policies**

IT001: Acceptable Use Policy

SA021: Death of a Student Policy

Board of Governors Policy 2000-03-A: Conferral of Emeriti  
Status

## **F. Contact Information**

Information Technology Services

## **G. Policy Review Schedule**

All policies will be reviewed every two years or on an as needed basis if a change in BOG, PASSHE or Pennsylvania law would create the need for an immediate change.