

Eastern West Virginia Community and Technical College

Board of Governors

Policy NO. BP 6.18

TITLE: ACCOUNT DEACTIVATION AND REMOVAL PROCEDURE

SECTION 1: GENERAL

- 1.1 **Scope:** This policy is regarding the deactivation and removal of accounts for employees who leave the college, retirees, and students. It also covers other accounts created to facilitate the work of the College.
 - 1.2 **Filing Date:** July 2, 2024
 - 1.3 **Effective Date:**
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SECTION 2: BACKGROUND AND PURPOSE

2.1 Purpose

Eastern provides access to services to students and employees for use in the regular occurrence of their studies/jobs. Accounts are removed from Eastern systems when the person responsible for the account has left the College. This policy recognizes that certain groups on campus may need to use some IT services, especially email, for a period of time after they have officially left the College. Email services for employees will not be provided beyond 30 days. Email services for students will be active for a semester after their last semester attended.

Accounts are also provided to allow access by parties working with Eastern, and could include contractors, student employees, and others. Access granted will be limited to the resources required and may include email. Termination dates are decided at the beginning of an engagement and may be changed as needed.

Email content is property of the College, not the individual account holder; therefore, because a retiree is no longer an employee of the College, it is important that the individual no longer have access to College data. Email content is considered property of the College whether it is data generated for academic, administrative, outreach, or research purposes or is personal data generated while using College-owned technology while employed by the College.

Approved by the Technology Committee: July 2, 2024
Approved by President's Cabinet: September 8, 2026
Posted for 30-day Public Comment period: September 9, 2026
Approved by Board of Governors:

This procedure applies to all College accounts created, and the deactivation and removal of those accounts once an individual leaves the College.

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

SECTION 3: DEFINITIONS

- 3.1 **Email:** All electronic mail services provided, owned, or funded in part by the College. 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.
- 3.2 **Employee Number:** An internally-generated number used to identify individuals associated with the College.
- 3.3 **Identity Management:** Identity management refers to the creation of individual identities at the College as well as establishing and maintaining roles and access privileges of those individuals.
- 3.4 **Active Directory:** The system in use by the College to manage accounts and permissions.
- 3.5 **Login Account:** The official College credentials required to access restricted resources or software services.
- 3.6 **Archive location:** Location or technology used to store copies of messages, calendar events, and other items within Microsoft email services.
- 3.7 **Resources:** In this procedure the term “resources” is used to encompass the computer systems in use throughout the College to perform the work required. While there are too many systems to list, and they change regularly, some systems include: Library systems and access to resources, Banner, website, Brightspace, OZ, and CRM Advise.

SECTION 4: RESPONSIBILITIES

- 4.1 The College’s Chief Information Officer is responsible for the implementation of this procedure.
- 4.2 The College’s Human Resource’s Department receives requests for retirement, separations, and terminations, and works with Payroll to process the individual requests.

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- 4.3 Executive Leadership Team 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.
 - 4.4 Technology Services will maintain accounts for continued use and termination as noted below:
 - 4.4.1 **Terminations/Resignations** – day of Separation.
 - 4.4.2 **Retirees** – 30 days after separation.
 - 4.4.3 **Students** – inactivated 1 year following end of last term attended, and deleted two years following end of last term attended.
 - 4.4.4 **Other Types of Accounts** – terminated immediately after they are no longer needed.
 - 4.5 Technology Services ensures that all data associated with an account, data and email content, while the person was an employee is archived, and then ensures all data and email content is deleted from all Eastern databases or servers prior to deactivating and removing an account.
 - 4.6 Technology Services will review all student accounts annually, removing accounts from Active Directory that have been disabled within the last six months.
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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 College. The information includes the date of termination/separation.
- 5.1.2 Human Resources will create a ticket for 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 information/data and email, or where email should be forwarded.
- 5.1.3 Technology Services will disable the employee's Active Directory account, terminating access to email and all other resources, forward the mail if needed, and place the account in a 'hold' container.
- 5.1.4 Technology Services will copy all email content to an archive location, along with all data stored on College 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.

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5.2 RETIREES

- 5.2.1 The employee's supervisor submits a request to Human Resources that a current College employee will be retiring from the College. The request should indicate, among other things, the date of retirement, and if email or other content associated with the account needs to be retained.
- 5.2.2 Technology Services will copy all email content to an archive location file, along with all data stored on College owned systems (network shares, OneDrive) and store everything on a secured file share.
- 5.2.3 Account data will be archived immediately following the original termination/separation date.
- 5.2.4 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 thirty-day period as described in Section 4.4.2, access to email will be removed. Technology Services will disable the retiree's active directory account.

5.3 STUDENTS

- 5.3.1 Student accounts will be inactivated 1 year following the last semester attended, as determined by class enrollments.
- 5.3.2 Technology Services will run the inactive list 60 days after the end of the Fall and Spring semesters to ensure that students have adequate time to enroll for classes.
- 5.3.3 If a student would like to retain the content in their Eastern email account, they will need to contact Technology Services with that request and include a non-College preferred way to be contacted (e.g., personal email address or phone number). The request must be made before the account is inactivated and can be accomplished by sending an email to help@easternwv.edu.
- 5.3.4 Technology Services will remove the account from all distribution lists and move the account into an "inactive student" container within Active Directory.
- 5.3.5 Following the expiration of the one-year period as described in Section 4.4.3, Technology Services will disable the student's active directory account.

5.4 OTHER ACCOUNTS

- 5.4.1 Other accounts are special accounts set up for access by parties working with areas at Eastern, and could include contractors, student employees, and others. Access granted will be limited to the resources required and may include email.

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- 5.4.2 Required access and distribution group membership will be determined in consultation with the supervisor and Technology Services.
 - 5.4.3 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, Technology Services must be notified with a new end-date.
 - 5.4.4 If a supervisor would like to retain email or data stored in the Eastern accounts, they will need to contact Technology Services with that request. The request must be made within 60 days of the account being inactivated and can be accomplished by sending email to help@easternwv.edu.
 - 5.4.5 Technology Services will copy all email content and other data and send it to the supervisor.
 - 5.4.6 Account data will be archived immediately following the original termination/separation date.
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SECTION 6: EXCEPTIONS.

Eastern will provide limited exceptions to this process. All exceptions should be sent to the Chief Information Officer for consideration.

S. Arbaugh, Board Chair

Date

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