



# Account Creation and Removal Policy

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<b>Pages:</b>	<b>4</b>

## I. **Purpose**

This policy is intended to establish a set of guidelines that Information Technology Services will use to create and remove electronic accounts for computing systems and services.

## II. **Applicability**

This policy establishes eligibility for computing resources for faculty, staff, students, alumni, emeriti, contractors, guests or any other user.

## III. **Policy**

A Wilkes University account provides the account holder with access to a number of technology services. Access to these services is considered a privilege. In general, eligibility for technology resources for members of the campus community begins and ends with an active relationship with the University.

Human Resource employee payroll data is the primary source of information for determining active employment. The Student Information System data is the primary source of information for determining student and alumni eligibility. Appropriate departmental requests for resources on behalf of a University affiliate contractors or guest will be a secondary source of determining eligibility.

The following persons are not eligible for computer resources:

- Employees on layoff status
- Former employees
- People with no formal affiliation with Wilkes

## **Student Eligibility**

For students, eligibility for technology resources begins when a person is admitted and the student reserves their seat; this applies to first-time and transfer students. Young Scholar and Upward Bound students are also eligible upon acceptance into these programs.

Eligibility for resources ends depending upon the circumstances by which the person is no longer a student. When a student falls into one of the following three groups, technology resources are removed:

- 1) Persons who were admitted but never attended; such persons meet the following criteria:
  - Last term person applied for (and was admitted to) is less than current term; summer is not counted.
- 2) Students who leave the University for any reason (other than graduation) or who are not enrolled in the current as well as the past four consecutive terms; summer is not counted.
- 3) Resources may also be revoked if misused as outlined in the acceptable use policy, or if associated any costs borne by the student are not paid.

Student accounts will be reviewed in June and February. When eligibility for technology resources ends, notification will be sent via email to the account holders. Accounts that have been identified as no longer eligible for resources will be deleted 30 days following the notice.

A student's advisor may request that a student's resources be temporarily retained if the student has a continuing educational need, such as ongoing work. The request for retention must include an ending date.

## **Alumni and Professors Emeriti Eligibility**

All Alumni and Faculty Emeriti are eligible for a Wilkes account providing email and portal access as long as they renew their account once per year. Deleted accounts will be reinstated upon request; however, past emails will not be restored.

## **Employee Eligibility**

Eligibility for technology resources begins when Human Resources' Banner data indicates a person is employed. Eligibility for resources ends when employment ends, or when an authorized human resources representative, department chair, or dean submits a request to the IT Help Desk to lock/disable the account.

Terminated employees who are either a current student or alumnus/a, who are eligible for technology resources under this policy, will be provided with the appropriate resources. On a case-by-case basis IT Services will work with the departmental manager and HR to determine the best approach to transitioning technology resources. Terminated employees who are either a current student or alumnus/a will receive new user accounts and may work with their manager to establish an "Out of Office" auto-reply communication with their new email address.

## **Employees in Layoff Status or on Suspension**

Computer account access of employees who are in layoff status or on suspension will be locked. During the employee's absence, access to the contents of their e-mail, local and network file space may be granted to a co-worker or supervisor at the department Supervisor's/Manager's request. The Supervisor/Manager must submit a request to the IT Help Desk requesting the transfer of the account access and the designated employee.

## **Guest Accounts**

Other persons may be given computer resources as "guests". These include those involved in summer programs and others as deemed beneficial to the mission of the University. Such persons will be given temporary "guest" access to the requested system when the appropriate request is made by the department. The request for "guest" accounts must include an end date with the maximum retention time of up to one year.

When eligibility for computer resources ends, notification will be sent to the account holder. Accounts will be deleted 30 days after notice has been sent. Departments may submit a request for further retention; without such a request the resource(s) will be deleted.

## **Contractor Accounts**

Contracting staff of Wilkes may be given computer resources during the duration of their contact. These include those involved who have a need to interact and communicate with members of Wilkes community.

When eligibility for technology resources ends, notification will be sent to the account holder. Accounts will be deleted 30 days after notice has been sent. Departments may submit a request for further retention; without such a request the resource(s) will be deleted.

#### IV. **Responsibilities**

HR is responsible for entering/maintaining employee data in the Banner system in a timely manner. New employee data should be entered a minimum of fourteen days prior to their start date.

Public Safety is responsible for entering contractor data in the Banner system in a timely manner.

IT Services is responsible for creating and maintaining guest accounts.

Supervisors should complete the online technology resources form a minimum of one week prior to an employee's start date.

HR is responsible for notifying IT of employee terminations no later than the last day of work.

Student Services is responsible for maintaining student data in the Banner system in a timely manner.

Departments are responsible for contacting the Help Desk when they wish to maintain an account for a person who is an emeritus/a, or a staff member on unpaid leave but is expected to return; or for a person who has University business extending past the end of employment.

A student's program director or Dean is responsible for submitting a request to the help desk when a student's resources are to be temporarily retained beyond two consecutive terms if the student has a continuing educational need, such as ongoing work.

Users receiving a deletion notice who believe they are eligible for technology resources are responsible for responding within 30 days. Students should provide IT with evidence that their account is still needed for coursework. They must provide IT with either a faculty member or student services who will attest to the validity of their claim.