



## Computer User Account Management Policy

### **Purpose:**

Franklin Pierce University provides computer user accounts to students, faculty, staff, alumni, and others affiliated with the University in order to provide secure access to appropriate network resources. This policy defines the conditions by which user accounts are provisioned and terminated based upon user status and role. It has been developed in compliance with the Student Acceptable Use Policy and the Employee Acceptable Use Policy.

### **User Account Resources:**

Resources at Franklin Pierce that require user account access include:

- Network services (Internet, file and print services)
- Email
- Office 365 (Microsoft email, Office software and One Drive for students)
- CampusWeb (course registration and scheduling, advising, elearning)
- NetPartner (financial aid)
- Enterprise software systems (e.g., Jenzabar EX, Raiser's Edge, Ignite HR and Payroll)
- Canvas elearning management system
- Library e-resources
- Cbord (dining and student print services)
- Voicemail

### **User Account Provisioning:**

*Student Applicants:* will be assigned temporary accounts to CampusWeb through Admissions to facilitate the completion of the application process. These accounts are retained indefinitely or until new CampusWeb accounts are provided for deposited students.

*Deposited Students:* will be assigned accounts (in active directory) to the Franklin Pierce network including CampusWeb (to complete financial aid process and to access billing), and to Microsoft Office 365 (email, productivity software, and OneDrive).

*Registered Students:* will be granted access to the appropriate elearning system at course registration. Voice mail accounts will be available upon request to Rindge students during orientation.

*Faculty:* will be assigned accounts (in active directory) to the Franklin Pierce network including email and CampusWeb, and to voice mail as needed upon formal notification of employment from the Human Resources Department. Access to the appropriate elearning system will be granted at course assignment or at date of hire for training purposes. New faculty will be provided with account credentials by their start date.

*Staff:* will be assigned accounts (in active directory) to the Franklin Pierce network including email, CampusWeb, enterprise systems (as required for job function), and to voice mail as needed upon formal notification of employment from the Human Resources Department. New staff will be provided with account credentials by their start date.

*Contracted Services:* Service providers including Securitas, Sodexo, Follet, or other approved contracted service will be granted accounts (in active directory) in order to access email, printing, network drives, and software systems (e.g., CampusWeb, Cbord, and ARMS) as needed.

*Library and Event Guests:* Library guests will be provided with generic accounts to access library computers and printers. Guests registered for events will be provided with generic accounts to access the Internet and printers per agreement.

#### **User Account Termination:**

*Graduated Students:* accounts (in active directory) to the Franklin Pierce network will be retained for three months and then deactivated. These accounts will be deleted after one year from graduation. CampusWeb portal only accounts will be created with an alumni status three months after graduation and retained in perpetuity. Microsoft Office365 accounts will be retained for three months, after which time access to OneDrive cloud storage and Office productivity apps will be disabled. Franklin Pierce email accounts through Microsoft will be retained in perpetuity.

*Non-Graduated and Deferred Students:* accounts (in active directory) to the Franklin Pierce network will be retained for three months and then deactivated. These accounts will be deleted after one year. CampusWeb portal only accounts for students who attended but did not graduate will be created with an alumni status three months after departure and retained in perpetuity. CampusWeb portal only accounts for students who defer enrollment will be retained for one year and then deleted. Microsoft Office365 accounts will be retained for three months, after which time access to OneDrive cloud storage and Office productivity apps will be disabled. Franklin Pierce email accounts through Microsoft will be retained in perpetuity.

Taskstream e-portfolio accounts are paid for and provided by the university to students in programs that require their use. Ownership of the accounts remains with the student for the duration of the subscription term (typically up to one year after date of expected graduation) after which time the student may choose to extend the term at his or her own expense. Franklin Pierce never disables or deletes Taskstream accounts once they are created.

*Employees (voluntary):* voluntary exiting employees will be strongly encouraged to transfer or dispose of emails and files stored in personal directories prior to their departure in collaboration with their supervisor. Unless approved otherwise by senior staff, account passwords will be changed by the end of business on the day of the employee's departure and provided to the supervisor or designee for email/file disposition. Unless approved otherwise by Human Resources with appropriate consultation with senior staff, these accounts will be deactivated after six months and accounts, email, and files deleted after one year (files and emails may be retained for longer than one year for legal purposes). The supervisor or designee is responsible for posting an "out-of-office" message on the exiting employee's email account with new contact information for a period of at least two weeks.

*Employees (involuntary):* Account passwords for terminated employees will be changed immediately upon notification from the Human Resources Department and provided to their supervisor or designee for email/file disposition. Unless approved otherwise by Human Resources with appropriate consultation with senior staff, these accounts will be deactivated after six months and accounts, email, and files deleted after one year (files and emails may be retained for longer than one year for legal purposes). The supervisor or designee is responsible for posting an "out-of-office" message on the exiting employee's email account with new contact information for a period of at least two weeks.

Part-time and adjunct faculty will retain accounts as long as they teach courses at Franklin Pierce. Account passwords will be changed and provided to their supervisor or designee for email, file, and course content disposition after the part-time faculty member has not taught at Franklin Pierce for 18 months. Accounts, email, and files will be deleted six months after passwords are changed.

Emeritus faculty and retirees will be entitled to retain their Franklin Pierce email accounts in perpetuity at the discretion of the University.