

Augsburg College Faculty and Staff Account Deletion Policy

I. Rationale:

Data security and integrity are critically important in the maintenance of Augsburg College's information systems. When a faculty or staff member is no longer employed by the college, his or her access to all electronic resources will be immediately interrupted. This access includes (but is not limited to) AugNet account and voicemail services. This process describes this interruption and the steps toward permanently closing IT accounts.

There are two main scenarios this policy covers: planned departures and terminations. In addition, a process for faculty and staff who are also students is noted below.

II. Planned Departures:

This document considers a planned departure when a faculty or staff member has made arrangements to end their affiliation with Augsburg at a designated future date. This process is initiated when IT is informed by Human Resources or Academic Affairs of the departure plans.

IT Responsibilities:

- The Liaison for Computing will assist the employee in archiving any personal electronic files, personal emails, or personal contacts if the employee desires.
- The Liaison will work with the employee's supervisor or faculty's department chair to move any College files out of the employee's personal file space.
- The Liaison will work with the employee's supervisor or faculty's department chair to retrieve any College equipment, such as a laptop, per the Human Resources termination procedures.
- The employee's supervisor may be granted access to electronic contact lists if those are needed for the position. The contacts will only be available until the account is deleted.
- The Liaison will set the AugNet account to expire at the end of business on the designated day unless other arrangements have been made. Any other arrangements must be approved by an IT Director and the employee's supervisor or faculty's department chair.
- The Liaison will reset the voicemail password at the end of business as well.
- The AugNet account should be deleted within 2 business days of the employment end date. If the account is not to be deleted within 2 business days the Liaison must note the date for deletion in the account notes field.
- The voicemail box should be deleted within 2 business days of the employment end date.
- The phone extension should then be relabeled as *available* in the phone system.

Employee Responsibilities

- If the employee wants to retain any personal files, personal emails, or personal contacts they must contact their Liaison before their employment end date if they require assistance.

III. Terminations:

This document considers a termination when a faculty or staff member's affiliation with Augsburg is ended immediately. This process is initiated when IT is informed by Human Resources or Academic Affairs of the departure plans.

IT Responsibilities:

- The former employee's account will be disabled immediately.
- The former employee's voicemail box password will be reset immediately as well.
- If the former employee requires any personal files, emails, or contacts they must arrange this retrieval with their Liaison in consultation with employee's former supervisor or faculty's former department chair. This retrieval will take 1 of 2 forms.
 1. The former employee will meet with the Liaison on campus and will request which items are to be retrieved. The Liaison will produce a CD free of charge with the files, emails or contacts and give the CD to the former employee.
 2. The former employee will request which items are to be retrieved. The Liaison will produce a CD free of charge with the files, emails or contacts. The former employee will make arrangements to pick up the CD from Human Resources.
- The employee's supervisor may be granted access to electronic contact lists if those are needed for the position. The contacts will only be available until the account is deleted.
- The account should be deleted within 2 business days of the employment end date. If the account is not to be deleted within 2 business days the Liaison must note the date for deletion in the account notes field.
- The voicemail box should be deleted within 2 business days of the employment end date.
- The phone extension should then be relabeled as *available* in the phone system.

IV. Employees who are also students:

In the case that an employee departs who also a current student, the access to student resources needs to be retained.

IT Responsibilities

- Instead of deleting the account all staff-related access will be removed. The account will then be changed to a student account.
- Voicemail will be disabled as above.

Employee Responsibilities

- As the account will only be moved, not deleted, all personal files, personal emails and personal contacts will be retained in the account.

V. Deletion Review:

A monthly review is required to be performed by either the Director of Information Technology Systems or their designated representative to ensure that all flagged accounts have been removed and/or disabled if retention of the account is required for legal or other reasons.