Account Creation and Removal Policy

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, emeritus, contractors, guests or any other user.

III. Policy
A Wilkes University account provides the account holder with access to a number of computing services. Access to these services is considered a privilege. In general, eligibility for computing resources for members of the campus community begins and ends with active enrollment or employment. This applies to undergraduate students, graduate students, continuing education students, distance learning students, full and part-time faculty, and staff.

Other persons may be given computer resources as alumni, contractors, professor’s emeriti, and “guests” as deemed beneficial to the mission of 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 computer resources begins when a person is admitted to the University; this applies to first-time college students, transfer students and employees who sign up for one or more classes (if the necessary resources have not already been obtained).

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, computer 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 or past term; 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 a week after the add/drop period ends during the fall and winter semesters. When eligibility for computer resources ends, notification will be sent 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 with the maximum requested retention date of one year.
**Alumni and Professors Emeriti Eligibility**

All Alumni and Professors Emeriti are eligible for a Wilkes account providing email and portal access as long as they renew their subscription once per year. Deleted accounts will be reinstated upon request.

**Employee Eligibility**

Eligibility for computer 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. Employee accounts will be evaluated based on the status of their record in the HR database on a daily basis. 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.

Employees who hold a duel role as both an employee and student will maintain separate accounts for each of these purposes. Students who are employed as work studies will be provided with resource accounts. Departments should contact the help desk if they need a resource account. These accounts will be governed by the rules for that account type.

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. The employee’s Supervisor and or Chairperson must contact the help desk to request retention of resources.

**Employees in Layoff Status**

Computer account access of employees who are in layoff status, on disability, military leave, suspension or leave-of-absence will not have access or resources available to them. If the employee has not returned after six months, IT Services will notify the department that the employee’s resources are scheduled for deletion.

During the employee’s absence, access to the contents of their e-mail 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 contract. These include those involved who have a need to interact and communicate with members of Wilkes community. Such persons will be given temporary access to the requested systems when the appropriate request is made through Finance and Support Operations. The request for contractor accounts must include an end date that coincides with the end of the contact.

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.

IV. **Responsibilities**

HR is responsible for entering/maintaining employee record data in the Banner system in a timely manner.

Registrar’s Office 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 emeriti, 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 advisor is responsible for submitting an email request to the help desk when a student’s resources are to be temporarily retained if the student has a continuing educational need, such as ongoing work.

Uses receiving a deletion notice who believe they are eligibility for computer resources are responsible for responding within 30 days.
Routing and Communication Process

Information Technology Advisory Committee 12/2005
Instructional Technology Committee 11/2005
Administrative Process Committee 11/2005
President’s Cabinet

Communication of policy:

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