SEWANEE
THE UNIVERSITY OF THE SOUTH
Account Termination Policy

Purpose

This policy is designed to formalize the deactivation and/or removal of computer system accounts maintained by Information Technology at the University of the South.

Scope

This policy applies to students, faculty, staff and alumni of the University.

Definitions

Term	Definition
Active Account	For the purposes of email accounts, an active account is one that has been logged into, accessed to retrieve messages using a mail application (such as Apple Mail or Outlook), or accessed Google Drive to retrieve documents.
IT	Information Technology is part of the Library and Information Technology Services (LITS) division of the University. IT is charged with establishing, monitoring and maintaining information technology systems and services.
Retirees	An employee is eligible for standard retirement benefits if the employee has a. 65 years of age and has completed at least 10 consecutive years of full-time service, or b. 62 years of age and the sum of age and years of full-time service is at least 80. For purposes of this Policy, any employee who does not meet these criteria at the time their employment ends is considered "terminated."

Policy Statement

A documented process for the termination of accounts for employees on IT-supported systems is used for all retirements and terminations, and applies to all full-time, part-time, temporary, and non-paid positions. A similar process for termination of student accounts is also used.

Account Termination Notification

When employees provide advance notice of their intention to leave employment, the immediate supervisor will give notice to the Human Resources Department through the off-boarding process. The off-boarding system automatically notifies the IT staff responsible for administering information system privileges. Receipt and response to such notices will be tracked and logged. At a minimum, such tracking and logging will provide the following information:

    a. Date and time notice of employee departure received

    b. Date of planned employee departure

    c. Brief description of access to be terminated

    d. Date, time, and description of actions taken

Account Termination Procedures

- Faculty and Staff (excluding retirees)
    - In cases of termination, when IT is notified via the employee off-boarding process, access to accounts will be terminated as of the employee's last date of employment.
    - In cases of transfer, employee access to systems will be modified based on the needs of the new position.
    - For any exceptions, IT will be notified through Human Resources or the Associate Provost of Library and Information Technology Services or University Counsel.
- Retirees
    - The email accounts for retirees will be retained in perpetuity, but accounts that are inactive for six months will be suspended. A suspended retiree account will be reactivated if requested by the retiree.
    - Access to all other accounts will be terminated/suspended as of the employee's last date of employment.
- Students
    - Email
        - Email accounts for graduates will be suspended if the account is inactive for six months, at which point it will be suspended. A suspended account may be enabled upon their graduate's request within the first three months. After three months of suspension and no request for reinstatement, the account will be permanently suspended.
        - Email accounts for withdrawn or suspended students will be suspended/terminated at the direction of the Student Success Office. Accounts that are inactive for six months will be suspended and will only be reactivated at the direction of the Student Success Office.
    - Self-Service Banner

- ▪ Self-Service Banner (SSB) accounts will remain enabled for purposes of requesting transcripts and reviewing academic records.
  - o Active Directory
    - ▪ Withdrawn, terminated or suspended students
      - ● Accounts will be disabled for withdrawn/terminated/suspended students at the direction of the Student Success Office.
    - ▪ Graduates
      - ● Accounts will remain open unless the account has been unused for six months at which time the account will be disabled. A disabled account will be re-enabled when requested by the graduate to provide access to Self Service Banner.

Responsibilities

Supervisors must provide notification of employee termination or retirement through the Human Resources off-boarding process.

Human Resources or University Counsel should notify IT if an employee has been involuntarily terminated so that access can be terminated immediately.