



Effective Date of Policy: June 1, 2025

Responsible Department: Information Technology

Last Update: First Version

Permanent or Temporary/Interim Policy: Permanent

COMPUTER ACCOUNTS AND EMAIL POLICY

Purpose

To establish clear and consistent guidelines for the creation, retention, and deletion of Roanoke College computer and email accounts. It ensures that access to institutional systems and data is properly managed throughout the entire lifecycle of individuals' affiliation with the College, including faculty, staff, students, alumni, retirees, contractors, volunteers, and campus residents. By defining account management procedures, this policy supports data security, operational continuity, and compliance with legal and institutional requirements.

Policy

This policy covers the procedures for account creation, retention, and deletion for various groups including faculty, staff, students, alumni, retirees, contracted employees, volunteers, and non-RC employee campus residents.

Definitions

"Computer Account" A unique set of credentials assigned to an individual that provides access to Roanoke College's digital systems, including network resources, software applications, and data storage.

"Email Account" A specific type of computer account that enables users to send, receive, and manage electronic mail using the Roanoke College email system. It is typically associated with the user's official college identity and used for institutional communication.

"Retention" The period during which a computer or email account remains active and accessible after a user's affiliation with the College ends. Retention policies define when accounts are disabled, deleted, or preserved for legal or operational reasons.

Policy Procedure/Implementation

Faculty / Staff

Account Creation: Roanoke College Computer Account is created for a faculty/staff member once HR has entered them as an official employee in the Colleague system.

Account Deletion: Hourly employees' accounts are deleted two weeks after the separation date. Full-time faculty and exempt/non-exempt employees receive a two-week notification before account deletion. Unless extended by HR and the Divisional VP, accounts are deleted after two weeks. If access is needed, accounts may be disabled for up to one year and deleted no later than 18 months after separation.

Students

Account Creation: Accounts are created upon a student's deposit to the college after the designated start date for new student account creation, as determined by Admissions.

Account Deletion: Accounts are deleted two weeks after the official withdrawal date.

Alumni

Account Creation: Alumni accounts remain active for 9 months after graduation

Account Deletion: Accounts are deactivated 9 months after the graduation date and deleted 12 months after graduation.

Retirees

Account Creation: Retirees have the option to keep their email address.

Account Deletion: Accounts are deleted on an agreed-upon date if they opt not to keep it.

Contracted Employees

Account Creation: Accounts are created if HR deems their work requires it.

Account Deletion: Follows the same procedure as exempt staff.

Volunteers

Account Creation: Accounts are created if the volunteer is considered an "official" volunteer by HR.

Account Deletion: Follows the same procedure as hourly staff.

Non-RC Employee Campus Residents

Account Creation: Determined by the sponsoring group in coordination with IT.

Account Deletion: Follows the same procedure as hourly employees.