

Policy

Office/Contact: Vice President of Technology/Chief Information Officer

Sources/Links:

NSU 3:4 [Undergraduate Admission Policy](#)

SDBOR 7:1 [Acceptable Use of Information Technology Systems](#)

SDBOR 7:2 [IT Security Policy for Employees Leaving the BOR Systems](#)

SDBOR 7:7 [Personally Identifiable Information Policy](#)

NORTHERN STATE UNIVERSITY

Policies and Guidelines

SUBJECT: Account Credentials Creation and Retention

NUMBER: 7.2

1. Purpose

Credentials provide users with access to the NSU network, e-mail, and many other online resources. The purpose of this policy is to provide guidelines regarding the creation and retention of these credentials and corresponding electronic mailboxes. This policy applies to all NSU faculty, staff, students, affiliates, volunteers, and SDSBVI employees. These accounts are a privilege, not a right. Violation of the *SDBOR Acceptable Use Policy* may result in the termination of NSU account privileges.

2. Definitions

3. Policy

- a. Employees, including Graduate Assistants and student employees, are required to utilize their employee email account for conducting work, including teaching.
- b. **Account Credential Creation**
 - i. Student accounts will be automatically created once their status in the university CRM is updated to **Accepted** as outlined in university admission policies.
 - ii. Faculty accounts are created upon notice from Human Resources that all employment paperwork has been completed and credentials may be provided immediately.
 - iii. Staff accounts are created upon notice from Human Resources that all employment paperwork has been completed and credentials may be provided immediately.
 - iv. Graduate Assistants and student employees are provided with an account upon notification from their supervisor or the graduate studies coordinator.
- c. **Account Credential Retention**

- i. Upon graduation, student e-mail accounts are transitioned to Alumni accounts and remain active unless not accessed for one year, at which point it will be deleted.
- ii. Upon departure from the university, student accounts are deleted six (6) months of non-enrollment. Students are notified six (6) weeks prior to deletion.
- iii. High School Dual Credit accounts are kept active through their high school graduation date.
- iv. Upon an involuntary termination of employment notification from Human Resources, accounts will be disabled immediately.
- v. Upon resignation of employment or retirement, accounts will be disabled on the last working day of the employee.
- vi. Faculty or staff awarded emeriti status may retain their account. After six months of inactivity, the account will be disabled and deleted.
- vii. Deletion of disabled accounts will occur 2 months from the employee termination unless an official request for retention has been made by Human Resources and/or Legal Counsel to the VP of Technology or Deputy CIO

4. Procedures

a. Account Creation

- i. Automated reports are utilized to initiate account creation by Technology Services.
- ii. Students are notified via Banner Communication Manager when their account is created.
- iii. Faculty and staff are notified via their supervisor that their account is ready and their password and MFA can be set up.

b. Account Retention

- i. The Provost Office must notify Technology Services when emeriti status is awarded and to request account retention prior to the last working day of the faculty.
- ii. SDBOR Legal Counsel or NSU Human Resources must submit an official request to retain an account to the Vice President of Technology/CIO prior to the deletion schedule outlined in this policy.

5. Responsible Administrator

The Vice President of Technology/CIO is responsible for the annual and ad hoc review of this policy.

6. Source History

- Review Date: 10/02/2012
- Review Date: 3/03/2014: Revised information pertaining to student e-mail
- Review Date: 6/21/2016 – Revised period of time for tape library back-up
- Review Date: 6/29/2017: No changes
- Review Date: 9/10/2018 - Added statement requiring faculty/staff to use their NSU email account for conducting all NSU business.

- Review Date: 8/19/2019 – Modified language to reflect changes with access and email archive and retention
- Review Date: 8/09/2021 – Modified language to reflect changes in mailbox technology and new policy template
- Review Date: 6/21/2023 – Updated language to reflect procedural changes
- Review Date: 1/29/2024 – Updated process, removing emeritus
- Review Date: 4/24/2024 – Updated content to include early access, HSDC accounts, and student employees
- Approval Date: 4/29/2024 – Executive Leadership Team approved
- Review Date: 12/08/2025 – Significant revisions to reflect changes in processes
- Approved by Executive Leadership Team: 12/22/2025
- Review Date: 6/01/2026- Updated staff account creation details