University of Northern Iowa

email@uni
Email Account Management Proposal

DRAFT
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Background:

Traditionally, the University of Northern Iowa (UNI) used long-standing procedures to create email accounts when individuals joined the university community and to remove (deprovision) access to email accounts when an individual left the university. When the University transitioned to Google Applications and Gmail in 2011, a decision was made to retire the existing approach to account deprovisioning and offer the university community "email for life," due to the unlimited storage available from Google. The "email for life" strategy introduced a number unintended issues, including the following examples:

- Former employees continuing to conduct business on behalf of UNI while no longer employed by the university.
- The inverse is also a problem. Unused mailboxes collect messages that are not being managed, including important university documents (e.g., contracts).
- Private businesses associated with former UNI employees and/or students have processed transactions using university accounts and in a few cases have been found to be forwarding sensitive information.

Proposal:

To address these issues, it is proposed that the University of Northern Iowa replace the "email for life" strategy with an option that best serves the needs of the campus community. Moving forward, accounts will continue to be provisioned (created) using existing procedures and accounts for individuals leaving the university will be deprovisioned on a schedule based on account type.

The Provisioning Process:

Email accounts will continue to be created using the following approach:
- Student accounts are created daily based upon a feed of all registered students from the Student Information System to Google. Student accounts will continue to be placed in the @uni.edu domain.
- Faculty/staff accounts are created daily based upon a feed from eBusiness (Human Resources module) to Google. Faculty and staff are placed in the @uni.edu domain. Faculty/staff accounts can be created in advance if requested by the department.

The Deprovisioning Process:

Student Accounts:

On the official university census date (typically during the third week of classes) for the Fall and Spring terms, the Student Information System (SIS) "discontinue process" is run. In addition to other actions, this process will disable email accounts for students who meet one of the following criteria:

- Former Student Status: Students with active programs(s) whose most recent prior enrollment is more than one-year old.
- New Students: New students previously enrolled for the current term who have cancelled their enrollment prior to the census date.

Graduate students who have completed all of their program but not all of their graduation requirements, e.g. comprehensive exams, thesis, paper/project, recitals, etc., must be continuously registered until the degree is completed. Students reaching this stage will be automatically registered in the course ___629C (xxx:29C), Continuous Graduate Student, and assessed a fee. Continuous enrollment ensures that students can access their university email accounts and use the library and its services through graduation.

Exceptions to the deprovisioning process are granted for students who are completing an incomplete from the previous semester and students who are enrolled in a guided study course through Continuing Education. These exceptions require faculty advisor awareness and permission. This process is initiated by the student who has received a notification and needs to retain access.

Students wishing to retain a UNI email address after graduation complete an application form and a new account is created in the @alumni.uni.edu domain. Messages may be forwarded from the original email address (account@uni.edu) to the new alumni address (account@alumni.uni.edu) until the "discontinue process" is run. Graduates are asked to review "Appropriate Use of Email Account" information and a copy of the "9.54 Acceptable Use of Information Technology Resources" policy. Unused accounts will be deactivated after 12 months of inactivity.

Faculty Accounts:

By default, faculty email accounts will be deprovisioned 90 days after the last day of employment recorded in the eBusiness system, providing an opportunity to complete end of semester duties. Upon approval, access can be extended or shortened via the Personnel Action (PAF) system, options include "last day of employment + 1," 30 days, 60 days, 90 days (default), or 9 months (for adjuncts who may teach one semester, annually). On the established deprovisioning date, the email account will be renamed and deactivated, allowing data to be retrieved if necessary. Until the deprovisioning date is reached, auto-reply and forwarding can be activated upon the submission of an alternate, active personal email account.

Staff Accounts:

By default, staff email accounts will be deprovisioned on the "last day of employment + 1" date recorded in the eBusiness system. If necessary and upon approval, access can be extended for 30, 60, or 90 days via the Personnel Action (PAF) system. On the established deprovisioning date, the email account will be renamed and deactivated, allowing data to be retrieved if necessary. Until the deprovisioning date is reached, auto-reply and forwarding can be activated upon the submission of an alternate, active personal email account.

Emeritus Accounts:

Emeritus who wish to continue using a university-affiliated email account can apply to do so and, upon approval, are assigned to a new "domain." Approved applications will result in the creation of a new account using the format first.last@emeritus.uni.edu. For 30 days, an automated response will notify the sender of a message that the first.last@uni.edu email account has moved to first.last@emeritus.uni.edu. Messages are forwarded to the emeritus.uni.edu account during this period of time. After 30 days, the first.last@uni.edu account is renamed, archived, and deactivated. In addition, Emeritus are asked to review "Appropriate Use of Email Account" information and a copy of the "9.54 Acceptable Use of Information Technology Resources" policy. Unused accounts will be deactivated after 12 months of inactivity.

Proposed Domain Names:
- Active Students: account@uni.edu
- Active Faculty & Staff: first.last@uni.edu
- Alumni: account@alumni.uni.edu
- Emeritus: first.last@emeritus.uni.edu

Notifications:
Automated notifications will be delivered 45 days, 15 days, and 2 days prior to the scheduled deprovisioning date. The notification will contain information about what will occur and instructions for contacting the IT Service Desk for assistance.

It is important to note that the use of UNI email services is subject to approval and specific circumstances may require a deviation from the standard procedures described above.