

Computer Account Management Policy
Office of Information Technology
Southern Connecticut State University
August 1, 2009

This policy defines a standard set of procedures and criteria with respect to the creation, administration, and termination of computer accounts at Southern Connecticut State University. A standard and consistent accounts administration and management process is required to ensure optimal use of resources and protect network security.

A. Types of Accounts

Office of Information Technology at SCSU administrates multiple computer accounts. The types of accounts include but are not limited to:

- University Portal (MySCSU)
- Windows
- Information System (Banner sProd)
- Student Information System (Banner Web)
- Exchange Outlook Mail

B. Eligibility Rules

The following individuals are eligible to obtain at least one SCSU computer account:

- Currently enrolled students
- Current university instructional faculty
- Current staff
- Alumni
- Emeritus Faculty
- Emeritus Staff
- Some eligible individuals who are affiliated with SCSU
- Certain visitors who may request guest accounts
- Departments and organizations may request group accounts

Individuals may have multiple accounts assigned to them. The type of account for which an individual is eligible will be based on individual's primary role in association with the University. If an individual has more than one role, then the primary role will be determined based on the following order of precedence (i.e., employee is the highest):

1. Employee
2. Student
3. Emeritus
4. Alumni

5. Others (Affiliate, Guest)

C. Default Account Assignment

- Applicants – each applicant of Southern Connecticut State University is assigned the following accounts:
 1. Admission Status Check (a function of Banner Web)
- Admitted Students – Upon admitted to Southern Connecticut State University, each student is assigned the following accounts:
 1. SCSU student email system
 2. University Portal (MySCSU)
 3. Student Information System (Banner Web)
- Students – Upon registered for the first-time, each student is assigned the following accounts:
 1. SCSU student email system
 2. Windows
 3. University Portal (MySCSU)
 4. Student Information System (Banner Web)
- Instructional Faculty – Upon employment, each faculty member is assigned the following accounts:
 1. SCSU administrative email system
 2. Windows
 3. University Portal (MySCSU)
 4. Student Information System (Banner Web)
- Staff – Upon employment, each staff member is assigned the following accounts:
 1. SCSU administrative email system
 2. Windows
 3. University Portal (MySCSU)
- Emeritus Faculty and Staff – each emeritus faculty or staff member is given the following accounts upon retirement:
 1. SCSU administrative email system
 2. Windows
 3. University Portal (MySCSU)
- Alumni – each student is given to the following accounts upon graduation:

1. University Portal (MySCSU)
2. Student Information System (Banner Web)
3. Alumni Email

D. Username and Password

Each account will be provided with a username and password. Each eligible individual obtaining an account will have a University-wide unique username assigned, built from a standard format agreed to by all naming parties. All necessary steps will be taken to coordinate the assignment of usernames among ALL technical operations within the University where naming takes place.

Account username is assigned automatically and consists of letters based on last name, first name, and a random number. Under certain conditions, an user may request to change username. OIT will change usernames only for reasons such as misspellings, legal name changes, harassment or if the assigned username contains profanity. If an user's name has changed, he/she must first register the change with the Office of the Registrar (students) or Human Resources (employees).

Submit the username change request, along with justification, for a new username to OIT Help Desk. Account administrators will contact the requestor and schedule the change. The user is responsible for notifying the public of the change. Mail sent to old username will be forwarded for a period of 30 days. After 30 days, no forwarding will be provided from the old username to the new username.

Passwords are assigned to individuals, and never will Accounts or System Administrators, supervisors, or any other agent of SCSU ask for or require a user to give them their password for any reason. Only the account owner will know the password for computer accounts assigned to them. Circumstances under which Accounts or System Administrators or other any other person can learn or obtain the user's assigned password must be minimal in the extreme, and where possible initially assigned passwords must expire causing the user to choose a new one that only they know.

E. Group Account

In rare circumstances, "Group" accounts (that is, those assigned to and used by members of an organization) will be created in support of activities directly associated with University functions. A current full-time faculty or appointed staff member must identify himself or herself as the person responsible for management of and use of the account. When requesting or renewing the account, this "sponsor" will provide information stating their relationship to the group, outlining the group's membership and affiliation/benefit to Southern Connecticut State University, and an indication that they understand their responsibilities related to the use of the group account. To be eligible for a group account, all members of the group must be eligible for

SCSU computer accounts. Group accounts for student organizations must be sponsored by the appropriate faculty advisors.

Group accounts must be renewed annually. Accounts Administrators will retain all documentation related to group accounts while the account is active, and for 1 year following the point where the organization having a group account has been dissolved.

F. Affiliate Account

Accounts may be assigned to individuals not permanently affiliated with Southern Connecticut State University in support of activities directly associated with University functions. A current full-time faculty or appointed staff member must identify himself or herself as the sponsor or contact related to the individual's activities while they are at the University. When requesting or renewing the account, this "sponsor" will provide information stating their relationship to the individual, outlining the individual's affiliation/benefit to SCSU, and an indication that they understand their responsibilities related to the use of the individual account.

Account Administrators will make the initial determination regarding eligibility of an individual to receive an SCSU account. Cases where eligibility is unclear will be passed to the Chief Information Officer for review and approval.

Affiliate accounts must be renewed every six months. Accounts Administrators will retain all documentation related to computer accounts while the account is active, and for 1 year following the point at which the individual is no longer associated with SCSU.

G. Guest Accounts for Wireless Access

Temporary guest accounts that provide wireless network connections may be issued to visitors. Requests must be submitted to OIT Help Desk at least **two weeks** prior to the visit. Requests will not be processed without the following information:

1. Name of the visitor
2. Affiliation of the visitor
3. Time and duration of the visit
4. Purpose of the visit
5. Name, email, and office phone extension of the University sponsor. The sponsor must be a full-time permanent employee of Southern Connecticut State University.

Once the accounts are created, the sponsor will be notified of the access procedures. The accounts will be terminated at the end of visit.

H. Account Disabling and Termination

The following outlines computing account disabling and termination policy:

Employee resignation or retirement: When faculty or staff members resign or retire, their accounts are deleted following their resignation or retirement.

Terminated employees: When the university terminates faculty or staff employment, accounts are deleted immediately following the termination.

Emeritus employees: Emeritus faculty and staff receive SCSU account privileges indefinitely.

Adjunct Instructional Faculty: If you are an adjunct instructional faculty at Southern Connecticut State University, your computing accounts will remain active as long as you are teaching. If at the end of ten consecutive terms (two calendar years) during which you did not teach, your accounts and all associated files will be deleted. Fall, winter session, spring, spring break, and summer are each considered one term.

Discontinuing/Graduating students: If you are a student at Southern Connecticut State University, your computing accounts will remain active as long as you are enrolled. If at the end of ten consecutive terms (two calendar years) during which you were not enrolled, your Windows and email accounts and all associated files will be deleted. Fall, winter session, spring, spring break, and summer are each considered one term. If your accounts were deleted, you will need to recreate them.

Although your Windows and email accounts have been deleted, you can still access MySCSU and Student Information System (Banner Web) features such as your bursar bill, unofficial transcripts, and financial aid for up to five years.

All alumni may access MySCSU and Student Information System (Banner Web) features such as bursar bill, unofficial transcripts, and financial aid for up to five years.

Abroad or off-campus study: Students who arrange to study abroad through the Office of International Programs do not need to do anything to maintain their SCSU computing accounts. If a student has made personal arrangement to study abroad or off-campus for more than ten consecutive terms (two calendar years), he/she may request an extension of computing accounts through a full-time faculty or staff. Otherwise, all accounts and associated files will be deleted at the end of ten consecutive terms.

Computer abuse sanction: If the relevant university office (e.g., Dean of Students, VP of Academic Affairs, Human Resources) determines that computer account abuse necessitates loss of computing account privileges, accounts are terminated immediately.

I. Account Deletion

To delete a computing account at SCSU, individual should email request to IT Help Desk at HelpDesk@southernct.edu. If possible, individual should send the request message from an SCSU email account; list username, name, University ID number, and the name of the account to be deleted in the email message.

To delete a group, departmental, or student organization account, the request for deletion must come from the current owner of the account.

J. Proper Use of Computing Accounts

Use of SCSU technology resources (e.g., computers, networks, phones) is restricted to purposes related to the university's mission of education, research, and public services. All account holders will read and agree to a set of responsibilities BEFORE they gain control of their account. All accounts will be directly assigned to single individuals based on eligibility rules, and those individuals will be the sole contact and have sole responsibility for all actions taken with and in that account.

Extracts of student, staff, or faculty information in support of computer account administration activities or user directories will be taken from the official University sources. Extracts of faculty/staff or student information in support of accounts administration activities or user directories will be used ONLY for this purpose. Secondary release of this information is not permitted without review and approval by the Chief Information Officer and the Data Steward associated with the data involved.

H. Academic Impacts

This policy has no impact on the quality and delivery of academic programs. It has no impact on teaching with respect to both classroom and online environments.