Colby College Online Account Policy

Purpose
The Online Account Policy is intended to provide guidelines surrounding the administering of online accounts within the Colby domain (i.e. @colby.edu) used by members of the Colby community and its affiliates in order to access and use electronic resources that are managed, licensed or otherwise brokered by the College. An account consists of an identity in the form of a username, a password that must be known only to the account owner, and additional associated factors used in multi-factor authentication where required. Account passwords must be unique, never used for any other purpose or account, and meet specific complexity requirements.

Colby Information Technology Services (ITS) administers all online accounts. Questions or support issues related to online accounts should be communicated to the ITS Support Center.

Account Creation
Online accounts are initially created depending on the nature of the account holder.
- Faculty accounts are created at the time of hiring, as determined by the Office of the Provost.
- Staff accounts are created at the time of hiring, as entered into the system of record by the Office of Human Resources.
- Student accounts, including academic visitors and auditors, are created at the request of the Office of Admissions.
- Contractor and other affiliate accounts are created upon confirmation of receipt of an approved independent contractor form as entered by the Office of Human Resources or by an academic affiliate process by the Office of the Provost. Non-employee residential accounts are granted at the request of the Office of Campus Life.
- Accounts not belonging to an individual, such as a system or service account, must be specially requested from ITS, are only granted under certain circumstances, are governed independently of this policy, and require approval by the chief information officer (CIO).
- Shared accounts, or accounts belonging to multiple individuals, are prohibited.

Account passwords can be initially set or reset (in the event of a lost password) either in person or over the telephone by contacting the ITS Support Center. New student passwords can be set online using the individual key that was emailed to them. When setting or changing a password in person, at least one valid form of photo identification will be required. When setting or changing a password over the phone, the ITS Support Center will require the verification of at least two pieces of personal information - this may include birthdate, home address, contact information, and the student/employee identification number.

Account Maintenance and Security
In the event of an information security incident or other situation involving a suspected account compromise, ITS may require the account owner to change the password. In certain circumstances ITS may suspend the account until it can be secured.

Account holders are able to change their password at any time by using the following web page, which includes password complexity requirements: https://www.colby.edu/password

Account Closure
Unless subject to an established preservation order as outlined in the Colby Policy on Acceptable Use of Digital Resources, online accounts will be closed according to the procedures outlined below.
Faculty and Staff Accounts
Staff accounts are closed following the last day of active employment, as dictated by the Office of Human Resources. Faculty accounts are closed 30 days after the last day of active employment unless requested by the office of the Provost. Accounts are permanently deleted one year after the closing date. It is the responsibility of the account holder and/or their department to ensure that all relevant College data be transferred prior to account closure.

Requests for the continuation of accounts are considered on an individual basis and must be made in advance of the termination date. Guidelines for retiring faculty and staff are outlined later in this policy (see section entitled ‘retiree account policy’).

Student Accounts
Student accounts are closed a minimum of six months following graduation or other release and are permanently deleted one year after closing. Visiting students and auditor accounts are closed 60 days following termination of academic activity/engagement and are permanently deleted one year after closing.

Contractor and/or Affiliate Accounts
The accounts used by contractors and affiliates are closed upon termination of the relationship with the College or the contract associated with the work needs, and are permanently deleted 30 days after closing. Contractor accounts will be reviewed annually by ITS to ensure access is still required. Contractors, affiliates, and/or responsible campus departments must notify the college when personnel changes occur to ensure that any unauthorized access is avoided.

Account Access by a Non-Owner
Access to an online account is only permitted by the assigned owner unless under specific circumstances involving one of the following:

- an investigation and/or prohibited activities as outlined in the Policy on Acceptable Use of Digital Resources.
- a closed account of a former faculty, staff employee, or contractor of the College and only at the request of a department head and approval by the Office of Human Resources.

Additional provisions surrounding account privileges, responsibilities and access are contained in the Colby College Policy on Acceptable Use of Digital Resources.

Abandoned Accounts
Accounts that have not been accessed for a period of one year may be considered abandoned and, following notification to the owner via the account, will be suspended for a minimum 90 days after which time the accounts will be permanently deleted. If circumstances require it, ownership assignment of abandoned content will be assigned based on consultation with the appropriate department heads and/or the Office of Human Resources and/or Office of the Provost.

Retiree Account Policy
In recognition of the continued responsibilities by faculty and staff to former students and colleagues and in support of continuity of departmental processes, continued account access may be requested by both faculty and staff retirees. Such a request does not extend to any faculty or staff member who leaves the College through any other process other than retirement except under special circumstances (e.g., extended leave), and then only with the approval of the chief information officer in consultation with the appropriate vice president.
Retiree Account Eligibility
Due to the nature of their position and the need to access student records, retiring faculty will be granted continued account access by request. A faculty member’s existing account and access to advising records, course evaluations, and other information will continue.

Retiring staff having a continuing, though unpaid, relationship with the College may also have continued access to existing accounts. This is expected to be a rare situation requiring communication between the department head and the CIO.

All other retiring staff members (administrative and support) may, only upon request and in accordance with Colby’s retiree eligibility policies, have a new account created for use after retirement. A new account is a requirement to assure the information security of all former and future correspondence (e.g., forwarding is prohibited). The new account name will use a formula that reverses the sequence of first initials and last name (e.g., hgwells@colby.edu becomes wellshg@colby.edu) so as to ensure that the account and any affiliated aliases/alternates are fully disengaged from the College business.

Retiring staff members will have an obligation to ensure that their department has continued access to any work-related e-mail, documents, and other information for continued operations as part of succession planning for retirement.

Services
Retirees must request continuing email access or they will lose access to the following services:

1. Colby email account, including calendars and associated online file storage.
2. Although library circulation privileges are provided, without a Colby account the online circulation information, overdue notices and renewal of items are not available; interlibrary loan requests cannot be submitted online.
3. Restricted library resources, when accessed from off-campus, such access requires a Colby account to utilize VPN or proxy-server access.
4. Faculty access to historic course rosters, online course evaluations and advising information, including advising notes.
5. Any Colby web site and/or online service requiring authentication as a member of the community.

The ITS Support Center will assist in coordinating the migration of personal email to the retiring staff member’s new account. The calendar will not be migrated but left intact for historical and continuity reasons. The ITS Support Center can help migrate personal calendar information if required.

Retiree Email Service Termination
Pursuant to the abandoned account policy referenced above, accounts that are inactive for a period of one year will be deleted after appropriate efforts are made to reach the account holder.

Retirees Not Requesting a Continued Account
For a retiree who does not need continued access to a Colby account, ITS can provide the following continuing service:

- A redirection message that goes to the sender of any email sent to a closed account, providing both the new personal non-Colby email address to which personal correspondence can be sent and the address to which official departmental/College correspondence should be sent for a minimum of six months after which a standard non-delivery message will occur. In order to ensure that no College data is inadvertently transferred or shared to a retiree account, no automatic forwarding of email to any address shall occur.