

Ferrum College Email Retention and Requisition Policy

The Ferrum College Email Retention and Requisition Policy establishes the practices of the Information Services staff regarding the storage and retention of email communications. This policy does not address or constrain what individual members of the College community may do regarding email storage and retention on their personal or College-owned computers. It also establishes the measures set in place for the review and/or requisition of email data.

The Ferrum College Email Retention Policy is implemented and managed by the Information Services staff, reviewed by the Information Services Advisory Committee (ISAC), and approved by the Ferrum College President's Cabinet (PC). This policy can be modified and approved on an as-needed basis.

This policy shall apply to the following members of the Ferrum College community: faculty, administrative officials, and staff.

Email Retention

Ferrum College will generally store and retain email communications consistent with document retention laws and/or best practices (currently recommended as a period of 8 years), unless removed by the account owner or otherwise directed. The archiving system operates on an instantaneous basis. All email communications are housed on Google's servers and any email messages that are over 8 years old will be automatically deleted by the archiving system. In the event that Ferrum College is legally obligated to preserve emails, Ferrum College will suspend deletion of messages until such time as the legal obligation no longer applies. All messages and data in association with Ferrum College email accounts is considered college owned data. Upon faculty, staff or administrative officials leaving the College, the associated email account will be placed in a suspended state for archival purposes.

Note that Information Services is not responsible for the deletion of messages and data due to individuals archiving their data in personal files using desktop mail clients (e.g. Outlook, etc.). Individuals may save copies of email and attachments before the retention period expires by transferring them to other electronic environments and media and/or by copying them on paper. Individuals should not rely on the archiving system for any purpose including, but not limited to, the individual's need or desire to retain, access, or otherwise preserve any email or related contents or attachments.

Email usage must be in compliance with the Ferrum College Responsible Use of Computer and Communications Equipment Policy.

The Director of Network Services is responsible for preparing and filing Incident Reports for all network and server failures that might affect email receipt, email retention and storage, or other email services.

In the event of such a failure, the Director of Network Services will notify the Chief Information Officer (or equivalent) that the Incident Report has been completed and that all email services have been restored to a fully operational state. The Chief Information Officer should prepare a written review of these Incident Reports at the end of every quarter for review by ISAC and PC.

Review and Requisition of Email

Only the President and/or President's Cabinet (PC) members at Ferrum College may request information about email sent over the College network and/or stored on the College data-storage systems.

Any request for information about such email must be made in writing (including email) to either the Chief Information Officer (CIO or VP with responsibility for IT) or the President. Any request must be justified in writing with the justification based on the requesting individual's responsibilities at the College. The CIO or the President will work with Information Services staff to obtain the requested information, in compliance with applicable law.

A written report with the requested information will be given to the PC member who made the original request. The requester must ask for specific information pertaining to the sender, subject, content, etc. If the information is not available, a written report explaining the non-availability will be given to the requesting PC member. A copy of all reports will be given to the president.

This policy does not limit or change Ferrum College's response to court-ordered requests for email and other electronic records.