

**WESTERN NEW ENGLAND UNIVERSITY  
1215 Wilbraham Road  
Springfield, MA 01119**

**Policy of Storage, Retention, and Retrieval of Electronic Data**

**I. Electronic Data Defined**

For the purposes of this policy, electronic data is defined to mean e-mail correspondence, all files saved on network drives and hard drives, voicemails, activity reports from campus telephones, recordings from the Department of Public Safety, and any other source of data saved in an electronic or digital medium.

**II. Internal Retention Cycles for Select Electronic Data**

**a. E-mail Correspondence**

E-mail correspondence is retained both daily and weekly by the University's mail server. Once retained by the University's mail server, e-mail correspondence is saved for 30 days. However, if an employee deletes an e-mail the same day that it was sent and/or received, the University's mail server will not be able to retain that particular e-mail correspondence.

**b. Non-Administrative Databases<sup>1</sup>**

Non-administrative databases are retained both daily and weekly, and the data retained is kept for 30 days.

**c. Administrative Databases<sup>2</sup>**

Administrative databases are retained daily and kept for 30 days.

**d. Moodle Courses and Moodle Public Forums**

Kodiak classrooms are permanently deleted five years after the end of the course, or earlier if requested by the teacher of that classroom. Classrooms may be retained longer than five years if requested by the teacher.

The teacher can delete most messages. Exceptions include private email messages exchanged between other members of the classroom, and messages posted by students in reply to an assignment in the Assignments module.

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<sup>1</sup> Non-administrative databases are those databases used by faculty and students (not including Kodiak).

<sup>2</sup> Some examples of administrative databases are Payroll, SAS, and Advancement.

In Kodiak classrooms not associated with an official course (for example, those that support student clubs and faculty committees) the “teacher” of the classroom may actually be a WNE student or staff member, and use of the classroom may continue through several semesters or years. This type of classroom is deleted only upon request of the current “teacher”, or at the discretion of Educational Technology staff if the classroom has been abandoned. Student-to-student email messages are not deleted in these classrooms unless requested by the “teacher” or by the Educational Technology staff after it has been determined that a classroom has been abandoned.

#### **e. Voicemail Messages & Call History Reports**

New voicemail messages on the University’s phone system are saved for 15 days. Saved voicemail messages are also saved for 15 days. A user may prolong the length of time a message is saved by replaying the message and saving it again.

Reports detailing calls made off campus from both on-campus phone lines and University issued cell phones are saved indefinitely and stored by the Facilities Management Department.

Verizon saves voicemail messages for University issued cellular phones for 21 days.

#### **f. Recordings by the Department of Public Safety**

Radio transmissions, telephone calls, and emergency call box transmissions are saved for one calendar year.

Video camera recordings are saved for 24 days.

If an incident occurs in which radio transmissions, telephone conversations, emergency call box transmissions, or video camera recordings are pertinent to an investigation, the Department of Public Safety will copy the data to a disk and the information will be available as part of the investigation of the incident.

### **III. Electronic Data Relevant to Potential or Actual Litigation**

If an employee believes, or the Office of General Counsel informs an employee, that electronic data is relevant to litigation or potential litigation, then the employee must preserve that electronic data until the Office of General Counsel determines that the data is no longer needed. An employee who has a question regarding whether or not certain electronic data is relevant to litigation or potential litigation should contact the Office of General Counsel.

