Web Conference Recording Retention Policy

St. John Fisher College uses web conferencing for the campus community and provides support for content stored within the web conferencing platform.

Scope

This policy serves as a reminder that the Web Conference system is licensed and operated by the College. It is provided for the sole purpose of advancing the College's mission and goals. As such, the cost and management of the Web Conferencing system are undertaken and governed by the College. This policy supports the management of costs related to this service such as ongoing support, usage, and storage capacity. Ownership of created instructional materials is governed by the intellectual property agreement available on the Provost's page:
https://www.sjfc.edu/media/about/leadership/provost/documents/IntellectualPropertyPolicy.pdf

Account Creation and Access

The Web Conferencing Platform can be accessed by Faculty, Staff, and Students using their network credentials. At this time, name changes do not automatically transfer to the Web Conferencing system. Users with a name or username change should contact OIT to manually update their account.

Web Conference Platform

The Web Conferencing platform consists of:

- **Web Conferencing system** – Allows participants to host or attend online meetings, with the ability to record, share screens, chat, and other capabilities.
- **Web Conferencing application** – Can be installed on College provided and personally owned computers as well as mobile devices.
- **Web Conferencing / LMS integration** – Web Conferencing is integrated and available within the Learning Management System supported and licensed by the College.
- **Web Conferencing Cloud Storage** – available within the system and housed by vendor.

- **4 Account Types**:
  - Basic – A basic user is an account without a paid license (free). This type is **not** FERPA compliant. A basic user can host meetings with up to 100 participants. If 3 or more participants join, the meeting will time out after 40 minutes.
  - Licensed - All SJFC users should be using a licensed account, which under the licensed agreement is FERPA compliant. A licensed account is a paid account user who can host unlimited meetings on the public cloud. By default, they can host meetings with up to 300 participants and licensed users have these additional features available:
    - Customize Personal Meeting ID
    - Record to the Cloud
    - Be an alternative host
    - Assign others to schedule and schedule on behalf of
    - Utilize account add-ons such as conference room connector
    - Be assigned user add-ons such as large meeting, webinar, or personal audio conference
    - Customize Personal Link, if on a business or education account

  - Admin – Can add, remove or edit users. Can manage advanced features like API, SSO and Meeting Connector.
  - Owner - Has all privileges including Role Management. A system Role can be an owner, administrator, or member (Basic and Licensed).

Data Purging and Record Retention

Web Conferencing recordings stored on the Web Conferencing platform's Cloud Storage will be available and accessible to faculty, staff, and students for a period of 180 days. Due to finite resources, the College has the right to restrict the amount of storage space as necessary. Content deleted by users will be permanently deleted after 30 days. Notice will be given via email to users of an associated recording before it is permanently deleted.

It is expected that important recordings will be backed up or a copy downloaded locally by the host for safe keeping. Google Drive is an acceptable storage location for recordings:
https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=49040

The data retention process will be periodically reviewed and users will be notified if process is modified or changed.

Faculty/Staff Departures

When a Faculty/Staff member leaves the College, the supervisor and/or department will be contacted for direction regarding retention of recordings.

Graduating/Departing Students

Student accounts are deactivated from SJFC's Web Conferencing system upon graduation or departure from the College. Graduated student accounts will be removed 90 days after graduation. Accounts for students who depart the College are removed upon departure. No recordings saved to Cloud Storage will be retained.

Support

OIT provides support for training including creating meetings, managing user accounts, and delivery of the Web Conferencing system and content as requested.

Privacy and Right of College Access

While the College will keep Web Conferencing usage secure, privacy is not guaranteed. As explained in the College's Appropriate Use Policy, under certain circumstances it may be necessary for OIT staff or other appropriate College officials to access secure content on the College's Web Conferencing platform; these circumstances may include, but are not limited to, maintaining the system, investigating security or abuse incidents, or investigating violations of this or other College policies.

User Responsibility

OIT maintains the College's Web Conferencing system. Per the College's Appropriate Use Policy faculty, staff and students are expected to manage their accounts appropriately. Sharing of passwords is strictly prohibited. Each individual is responsible for his/her account, including the safeguarding of access to the account. It is the responsibility of each employee to ensure compliance with these guidelines.