



## **New River Community and Technical College Procedures for Email Archiving**

TO: All New River CTC Email Users  
FROM: Dr. David J. Ayersman  
RE: Procedures for Email Archiving  
DATE: July 19, 2024

Although email records may sometimes seem very personal, emails sent to and from the [newriver.edu](http://newriver.edu) domain are property of the College and covered by West Virginia Code 5A-8, which states they should be retained as official College records.

There is no expiration date provided for how long to retain these records, but College administrators are empowered to create policies and procedures to address retention and access to these records. This document explains how New River is addressing these issues.

In January 2011, New River implemented an email archiving solution from Tangent called DataCove. In 2024, we replaced this device and migrated our email archive to the Tangent DataCove Cloud service.

This email archiving solution satisfies state requirements mentioned above, and it also empowers each New River account holder with access to his or her own email archive. To access this information, each user can login (using the same credentials used for email) to the portal and click the Email Archive icon. The direct link to this site is:

<https://newriverctc.datacovehosted.com/search/search/>

Why might you want to access your email archive?

1. If you've ever accidentally deleted an email and then emptied your trash, you were left without any recourse to ever recover that information. Now you can login to your email archive to retrieve a copy and forward it to yourself, even after you've deleted it from your local computer.
2. If your computer is ever lost, stolen or damaged beyond repair (preventing you from accessing your New River email), then you've still got access to these messages through your email archive.
3. If the College is ever involved in a legal dispute and certain email messages are requested as evidence, the information can be provided.
4. If something catastrophic were to ever happen to the College's email server to cause data loss, copies of the emails could be recovered from the archive.

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This functionality is empowering and should be some comfort to each account holder. To safeguard the security of archived email information, New River has developed and will comply with the following procedures:

1. Only two employees at the College will have direct access to the system-wide email archive data. Currently, these two employees are the Vice President for Technology Services and the Director of Information Security. These two individuals have signed confidentiality agreements that have been included in their personnel files as formal recognition of this responsibility for data security.
2. Any New River account holder needing assistance with accessing his or her own email archive may contact the Help Desk for general support. If the Help Desk staff is unable to resolve the issue they will contact one of the two individuals above for further assistance.
3. Any request to query the archive of another user requires approval from the Vice President of Technology Services or the Director of Information Security. A legitimate rationale for performing a system-wide query or a query of another account holder's archive might include legal requirements to provide the data, threats to an employee or to the institution made via email, or to facilitate business continuity in the event of a declared emergency or routine employee turnover.
4. All queries are tracked with log file data to identify the person making the query, the keywords used and the day/time the query was performed. This ensures that no one abuses the privileged access to this sensitive information.

Respectfully,

A handwritten signature in black ink, appearing to read 'D. Ayersman', with a stylized flourish at the end.

Dr. David J. Ayersman  
Vice President and Chief Information Officer  
New River Community and Technical College

**Email Archive Reference Information**

West Virginia Code (full text) 5A-8-1 through 5A-8-22

<https://code.wvlegislature.gov/5a-8/>