Deleted Items

When an item is deleted, it is moved into the Deleted Items folder. Items in this folder are automatically removed after 3 days, at which time the item is no longer visible in the user’s mailbox. However, it is still available on the system for 30 days. To find & restore items no longer available from the Deleted Items folder using Outlook Client, do the following:
1. Select the Deleted Items Folder.
2. Click on the Folder tab.
3. Click Recover Deleted Items. (Figure 1).
4. Click the deleted item you want to recover.
5. Click “Recover Selected Items” icon (Figure 2).

FAQ

1. How long do I need to keep the message?
   - It is up to you to familiarize yourself with the retention requirements. Talk with your supervisor, and decide.

2. Even within a folder, there are some messages that I need to keep longer than others, do I need to create folders under different Retention periods?
   - Decide what is unnecessary, and delete those.
   - Decide what is the longest you’ll need to keep any of the messages in that folder, and put it in the appropriate Managed Folder.

3. How do I permanently remove a message?
   - Delete the message.
   - Delete it from Deleted Items folder.
   - Go to Recover Deleted Items from the Folder tab.
   - Select the message; click-on the X icon to purge the message (Figure 2).

YOU ARE RESPONSIBLE FOR YOUR EMAIL!

Old Dominion University must follow the Library of Virginia Retention Schedule:
http://www.lva.lib.us/whatwedo/records/sched_state/
ODU Email Archive and Retention Policy
http://occs.odu.edu/accounts/facemail/retention.shtml
(Click on 01.7-Email Archive and Retention Standard 2008 link)
For an up-to-date information on Archiving and Retention policy, please refer to the website below.
http://occs.odu.edu/accounts/fsemail/

Ongoing

As you receive and send messages, decide if they need to be placed in a folder and move the message immediately.

Office of Computing and Communications Services

Email Archiving and Retention at Old Dominion University

This document addresses the general responsibilities of email management and outlines the default aspects of archiving and retention by the email system for faculty and staff.

All emails held at the University are legally discoverable following a request under the Data Protection Act or the Freedom of Information Act and may be cited as evidence in legal proceedings. University email accounts and its contents are property of the state of Virginia.

In general, users are advised to periodically check the contents of email accounts and reconsider whether to retain or delete each entry; this is particularly important for emails that contain personal data and are therefore subject to the Data Protection Act.

The presumption is that unless there are good reasons to retain an email, it should be deleted.
What to do
1. Organize your email
   - Delete unnecessary messages.
   - Create folders for messages you need to keep. Place related messages in these folders.
   - A good rule of thumb is to have a folder for each need; such as subject, sender, etc.
2. Place the folder in the appropriate Managed Folder
   - Decide how long you need to keep messages in this folder.
   - Click the messages and drag them to the appropriate Managed Folder based on the retention period (2, 3, 5, or 10 yrs and in unusual circumstances, to the Permanent Folder).

Email Archiving
The ODU email system was deployed with an automated archiving system.
All Faculty & Staff mailboxes have a 300 MB quota. Once your mailbox reaches this quota, emails will be archived until your mailbox is under the 300 MB quota. It will never archive any messages that are less than 1 month old.
The icon of an archived message is a file box instead of an envelope.

To access your archived message, click the link “View the original item”.

Email Retention
Retention is keeping required documents, while other unnecessary documents are deleted. Old Dominion University has automated retention which removes messages from folders according to the following schedule.

<table>
<thead>
<tr>
<th>Folder</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbox</td>
<td>Messages retained 1 year from date received</td>
</tr>
<tr>
<td>Sent Mail</td>
<td>Messages retained 2 years from date received</td>
</tr>
<tr>
<td>Drafts</td>
<td>Messages retained 1 month from date received</td>
</tr>
<tr>
<td>Junk</td>
<td>Messages retained 1 month from date received</td>
</tr>
<tr>
<td>Deleted Items</td>
<td>Messages retained 3 days. Available for users recover from server for 30 days</td>
</tr>
<tr>
<td>Calendar</td>
<td>Calendar entries are retained for 2 years</td>
</tr>
</tbody>
</table>

All faculty & staff email accounts have "Managed Folders" that are managed via Outlook.
Managed folders are pre-defined folders with assigned retention periods to allow users to keep certain messages for longer than the default period stated on the Retention Schedule Guide. Retention periods vary for each folder and should be used conscientiously. Users are prohibited from storing or establishing rules to store all messages to long-term storage folders. In these cases, supervisors will be alerted to help correct the problem.

Retention Standard for Managed Folders

<table>
<thead>
<tr>
<th>Folder</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>General/2years</td>
<td>Messages retained for 2 yrs from date received</td>
</tr>
<tr>
<td>University Business/3 years</td>
<td>Messages retained for 3 yrs from date received</td>
</tr>
<tr>
<td>University Business/5 years</td>
<td>Messages retained for 5 yrs from date received</td>
</tr>
<tr>
<td>University Business/10 years</td>
<td>Messages retained for 10 yrs from date received</td>
</tr>
<tr>
<td>University Business/Permanent</td>
<td>Messages retained permanently</td>
</tr>
</tbody>
</table>

Folders under the Inbox have a retention period of 1 year. If you want to keep messages in these folders longer than 1 year, drag the folders out of the Inbox into your Mailbox or into any of the Managed Folders. You can also create sub-folders under any of the Managed Folders and move messages from the Inbox to those folders. You can also drag an entire personal folder into the managed folders. Subfolders will inherit the parental retention length by default.

You cannot DELETE or RENAME any of the pre-configured Managed Folders.