The University of Detroit Mercy

Like many organizations, most universities simply choose to turn off texting rather than risk an NCAA investigation. The NCAA states, “Evolving technology presents unique challenges in recruiting. The NCAA position states new technology can be used so long as it complies with the spirit and, where updated, the letter of already existing guidelines. For example, schools cannot text prospective student-athletes at any time…”

**Solution**
The University of Detroit Mercy has taken a different approach. It allows text messaging and archives them all using Micro Focus® Retain™ Mobile, running periodic reports to make sure no rules are broken.

“The fact that we have this data is like insurance. It’s something you really need to have, and hopefully, you never need to use it. We don’t ever want an NCAA investigation. We are doing everything we can to stay compliant with text messages and phone calls. The only way to say it and mean it is to have a system like Retain Mobile,” explained Steve Corder, Asst. Athletic Director for NCAA Compliance at the University of Detroit Mercy.

Retain Mobile securely archives all SMS/MMS, BBM, and phone call logs from BlackBerry devices and SMS/MMS and phone call logs from Android devices. Retain Mobile archives this data, along with email and social media communication in one central archive. It can also integrate this data with any email archive system. Anytime there is even a question of impropriety, it is fast and easy to verify and, if necessary, take care of any potential problems quickly.

**Results**

With Retain Mobile, administrators can:

- **Feel secure**—smartphone users cannot alter, adjust, or delete any incoming or outgoing PIN/SMS text messages or phone call usage data
- **Audit and review**—view messages and mark them as reviewed
- **Export data easily**—employee communications data (PIN, SMS, and phone usage data) can be exported for compliance, legal, or eDiscovery purposes into PDF and PST formats or the Retain Standalone Archive Viewer
- **Manage privacy rights**—access to smartphone user data is based on security clearance
- **Conduct eDiscovery using the Retain Mobile Archive Viewer**—SMS, MMS, PIN, BBM, and phone call logs are archived directly to the Retain Unified Archiving archive

**At a Glance**

**Industry**
Education

**Location**
United States

**Challenge**
The university needed the ability to prove compliance with the NCAA’s regulations regarding texting.

**Solution**
Use Retain Mobile to archive all text communications.

**Results**

+ Provides the ability to audit and review texts
+ Exports data easily for eDiscovery, litigation, or compliance purposes
+ Offers security by preventing users from altering, adjusting, or deleting any incoming or outgoing PIN or SMS text messages or phone call usage data
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“The fact that we have this data is like insurance. With Retain Unified Archive, you can archive everything into one location: email, social media interactions, and mobile messaging. With Retain Unified Archiving, you’re ready to seamlessly archive single or mixed-messaging platform environments, as well as to archive your social and mobile messaging, all in one central location. Once they are archived, messages are then securely stored in a single, unified Retain Unified Archiving data archive where they can be easily accessed through the Retain web access archive viewer.