

Century Community and Technical College

5.13.01 Communication Services

Definition:

Communication services includes the use of facsimile machines, modems, internet access, telephones, cellular phones, blackberries, pagers, and voice mail.

The College makes telephone and voice mail service available to all employees. This service is provided for college business. Frequent long distance users will be assigned long-distance access codes. Other employees may place long distance business calls through the Switchboard Operator.

Unauthorized Installation:

Unauthorized installation of personal telephone, modems, answering machines, or other personal equipment is prohibited. Any charges and/or penalties resulting from such installation will be assessed against the individual owner of the telephone, and the equipment will be removed.

Non-College Devices:

The college does not support or integrate personal communication devices into college systems.

Review of Communication Bills:

Communication bills (including office telephones, long distance services, cellular phones, pagers, and blackberries) will be sent monthly by the Business Office to area cost center managers. Area cost center managers are responsible for reviewing usage detail with employees to determine appropriate usage. Any indications of improprieties must be reported to the Business Office, investigated and appropriate action taken by the supervisor. Calls not directly related to the employee's job or conditions of employment are prohibited. Improper use of this equipment will result in disciplinary action in accordance with applicable laws, rules, procedures and labor contracts.

Voice Mail:

Voice mail is provided for college business. Broadcast messages (those directed to all voice mail users) will be restricted to the following: emergency situations; interruption to computer or telephone/voice mail systems; all-college meetings; MnSCU announcements; and messages or teleconferences related to staff development. Any other broadcast messages must be approved by the Associate Vice President of Administrative and Information Technology Services.

It is the College's policy that voice mail is considered confidential. An individual's voice mail may be accessed only in an emergency situation, for purposes of security or suspected misconduct, or for purposes of ensuring ongoing college operations. Access

must be authorized by the Associate Vice President of Administrative and Information Technology Services, a Vice President or the President.

E-Mail:

See 5.22.0.1_Century Computer Usage_Policy.

Cellular Phone, Blackberry, and Pager Purchase and Use:

The purchase and use of portable communication devices, including cellular telephones, blackberries, and pagers is governed by the current standards adopted by the Executive Cabinet. Such standards will be updated annually and reflect consideration of the following:

- the need for frequent communication with office staff or the public
- the nature of the use is such that access to normal telephone service is not possible
- the benefits for the college justify the initial costs and monthly maintenance fees.

Eligible operating expenses include the following:

- outgoing and incoming air time (including data services)
- initial set up charges

Calls not directly related to the employee’s job or conditions of employment are prohibited. Improper use of this equipment will result in disciplinary action in accordance with applicable laws, rules, procedures and labor contracts.

Procurement costs and ongoing expenses for mobile communication devices are the responsibility of the requesting department and will be reviewed/renewed annually by the Business Office and the Cost Center Manager.

References:

- Minnesota State Colleges and Universities Board Policy: None
- Minnesota Statute, Section 10.47, Telephone Service--Use and Abuse
- Century Computer Usage_Policy 5.22.0.1
- Minnesota Attorney General’s Office publication, “Electronic Communications on Campus” in the State and Federal Mandates section of this manual.

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