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TITLE: Communications
EFFECTIVE DATE: July 27,2009
LAST REVISION: August 31,2014
Policy No. 3.1007

Policy Statement

Purpose

The purpose of this policy is to provide the most efficient and cost effective means of communications for all employees. The Vice Chancellor's approval is required for all communications requests. This includes but is not limited to college provided cell phones, personal digital assistant (PDA), long distance access, and VPN access. The employee must reimburse the college if equipment is used for personal purposes and additional charges are incurred.

Scope

This policy complies with rules and regulations of the Office of Telecommunications as authorized by Louisiana Revised Statutes 39:141, and Internal Revenue Code sections 280F.

Baton Rouge Community College reserves the right to investigate record, retrieve and read any communication or data composed, transmitted, or received through voice services, online connections, and/or stored on its servers and/or property, without further notice to employees.

Policy

1. Employee Responsibilities for Requesting and Using a Wireless Communication Device (WCD)

Each request for equipment is handled through the appropriate Vice Chancellor. The Chancellor reviews and approves WCD requests from the vice chancellor. All employees who are issued a WCD by the college are responsible for complying with all applicable college policies and procedures regarding the use of the device.

Requests for a WCD should be documented by the requesting employee based upon the following criteria:

- 1.1. Protection of life and property--the job duties of the individual require the performance of duties that could impact the protection of life and property. These duties may be impeded without immediate access to phone or communication service regardless of the time of day or location of the employee. The following characteristics of job responsibilities could be justification for protection of life and property.
 - 1.1.1. Law enforcement--the daily job duties of the individual require the performance of law enforcement activities, and these activities may expose the individual or students to harm or danger.



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- 1.1.2. Personal safety--the daily job duties of the individual require the performance of activities that may expose the individual or students to harm or danger.
- 1.2. Improved efficiency and effectiveness--the job duties of the individual require immediate access for recall, consultation, and/or decision making. Lack of instantaneous communications could have significant effect on the operational efficiency of the college or significant impact on the economic or political welfare of the college.
 - 1.2.1. On call--duties require that the individual be immediately accessible after normal work hours regardless of location.
 - 1.2.2. Mobile or in transit--duties require that the individual be mobile or in transit for 35% or more of the business day, yet immediately accessible.
- 1.3. Lack of suitable communication alternatives--no other suitable communication alternatives (one-way or interactive pagers, two-way radio, and standard telephone service) is available due to the location or environmental conditions of the workplace.

The use of a college provided WCD is not a personal benefit, nor a primary mode of communication.

College employees are strongly discouraged from using a college provided WCD for personal business. College employees are discouraged from conducting college business while operating a motor vehicle.

Employee Responsibility

- Employees who are assigned college WCD are responsible for compliance with all college regulations and policy.
- Employees are encouraged to limit the use of their WCD when desktop telephones are available.
- Employees using college WCD are responsible for securing them. Losses shall be reported immediately to the department head and the Telecommunications Manager.
- Employees may be held liable for lost, stolen, or damaged college WCD equipment and accessories.
- Employees should not use college provided WCD for person-to-person, credit card, 900 # or fee paid calls. In addition, employees should not use text messaging on their device.
- Employees should exercise discretion as to who has access to their college WCD number to keep incoming calls and associated costs to a minimum.
- WCD transmissions are not secure and employees should use discretion in relating confidential information using College cell phones.
- Employees must reimburse the college for any overages on their WCD bill caused by personal use of the WCD. Reimbursement of personal charges must be made within 7 days of receiving the call log. All repayment checks are to be made out to BRCC.
- Employees must return a college WCD to their supervisor on or before their last day of employment. Failure to do so will result in personal assumption for any costs related to the WCD, including the cost of the device and administrative fees associated with the continued cooperation of the device.



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2. Employee Responsibilities for Long Distance Phone Access and Usage

- 2.1. The Vice Chancellors of Baton Rouge Community College reviews and approves long distance access requests. All employees who are issued a long distance access code by the college are responsible for complying with all applicable college policies and procedures regarding long distance telephone calls.
- 2.2. Only long distance calls for official college business should be charged to the college. Employees are responsible for all calls charged to their access code. Therefore, each employee who has been granted a long distance access code is responsible for ensuring the security of the code and should not disclose or share the code with others. Employees should maintain a long distance telephone log to ensure the accuracy and appropriateness of long distance charges on their access code.
- 2.3. Employees must review and identify any personal long distance calls on their monthly access report.
- 2.4. Employees must reimburse the college \$.10 per minute for any personal long distance calls.
- 2.5. Reimbursement of personal charges must be made within 7 days of receiving the monthly access report.
- 2.6. All personal usage charges must be noted on the usage report which should then be forwarded with a check (made payable to BRCC) to reimburse the college for any personal usage to the Finance office.

3. Employee Responsibilities for Accessing the College Network from Off-Campus (VPN access)

The Vice Chancellors of each concentration reviews and approves their VPN requests. All employees who are granted VPN access are responsible for complying with all applicable college policies and procedures regarding the electronic transmission of confidential and/or private data. Employees must ensure that data accessed while working at alternative worksites is not made available, through electronic or other means to unauthorized persons.

4. Procedures for establishing telecommunications devices and/or related service are as follows:

- 4.1. Establish need for telecommunications device or service.
- 4.2. Submit request for approval - Individual will submit a completed telecommunications request form to his or her Vice Chancellor through the appropriate Dean/Director for review and approval. Once approved, the Vice Chancellor will route the request to the Chief Information Officer for final review.
- 4.3. Submit approved request to the Chief Information Officer. - The approved request will be forwarded to the IT network manager who will place the order for the approved service.



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- 4.4. Notify requesting employee - The IT network manager will notify the requesting employee once the service has been established.
- 4.5. Review monthly invoice for charges associated with the assigned device or service. – A monthly usage report will be provided to the department head of departments that have employees approved for cell phones and/or long distance usage. The department head is responsible for plan rate. The department head should notify the appropriate Vice Chancellor of any abnormalities in usage. After their review, the department head must provide the monthly usage report to the appropriate employee for their review. All personal usage charges must be noted on the usage report which should then be forwarded with a check (made payable to BRCC) to reimburse the college for any personal usage to the Finance office.

5. Policy Compliance

5.1. Compliance Measurement

The Chief Information Officer will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback.

5.2. Exceptions

The Chief Information Officer must approve any exception to the policy in advance.

5.3. Non-Compliance

An employee found to have violated this policy maybe subject to disciplinary action, up to and including termination of employment.

Source of Policy: Information Technology

Related Policy: _____

Approved by: 

Chancellor Andrea Lewis Miller

Responsible Administrator: CIO

LCTCS Policy Reference: NA

LCTCS Guideline Reference: _____

Date: 08/31/14