

CITRUS COMMUNITY COLLEGE DISTRICT GENERAL INSTITUTION

AP 3726 TELEPHONE SERVICES

1.0 Purpose

The purpose of this procedure is to define appropriate use of Citrus Community College District telephone services.

2.0 Scope

This procedure applies to all telephone services billed to district accounts including traditional telephones, cellular phones, wireless-enabled Personal Digital Assistants, and pagers. It also applies to the use of voice mail, encompassing both the receipt of Voice Mail Broadcasts and those departments requesting such broadcasts. It does not apply to personal telephone devices.

3.0 Procedures

3.1 Prohibited Calls

The following phone calls are prohibited:

- Information Assistance and Operated Assisted Calls.
- 900 Type Calls - If your department has a need to make such calls, contact the Technology and Computer Services (TeCS) Department.
- Collect Calls - Receipt of these calls through the use of a college phone is prohibited.

3.2 Cellular Phone, Pager, and Wireless-enabled Personal Digital Assistant Use

Access and use of district-provided devices is a privilege that is granted in connection with an individual's duties to the college and are to be used for the conducting of college business and/or in furtherance of the educational mission of the college.

The use of district phones for occasional personal calls is allowed with the understanding that their primary use be for work purposes. Should personal calls require more than occasional use, the cost of those calls will need to be reimbursed to the college.

Service for cellular phones, pagers, and wireless-enabled personal digital assistants can be terminated by the college at a supervisor's discretion. Upon termination of employment with the district, all such services are terminated and any district owned or provided devices must be returned to the district. The district does not provide wireless-enabled devices for off-campus communications.

3.3 Review of Phone Use

The Technology and Computer Services (TeCS) Department is responsible for regularly reviewing monthly telephone billing statements and for investigating unusual calling patterns, unexpected charges or unusual call volume. The TeCS Department will also provide consulting and advisory services upon request to assist in clarifying usage questions or in selecting optimal plans based on business needs.

3.4 Privacy in Telephone Services

The use of certain phones at the college may be monitored for quality control and troubleshooting purposes. In such cases, callers will be notified that their call is being monitored for business purposes.

Wireless transmissions are not secure, so employees should use discretion in relaying confidential information via these devices.

3.5 Automated Call Systems

Citrus-Alert

Citrus-Alert is reserved for emergency notifications to all subscribed users. Approval to send messages shall be made by the Superintendent/President or their designee as defined in the Citrus College Emergency Procedures.

SARS-CALL

SARS-CALL, a component of the SARS software suite, is maintained and managed by the dean of counseling for the purpose of contacting students with counseling related information. Call volume is coordinated with the TeCS Department to maintain a use level that does not impact the use of the telephone system by other departments in the college. The TeCS Department will monitor the volume and work with the Dean of Counseling if the call volume of SARS-Call starts to adversely impact the college's telephone system.

Board Approved 05/04/10