

Custodial Operations Use of Telephones, Computers and other University Equipment Policy

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Reference(s): (UPPS 05.03.10 Texas State Telecommunications Services;04.01.06 University Website; UPPS 04.01.01 Security of Texas State Information Resources; UPPS 04.01.02 Access to Centrally Administered Computing Resources; UPPS 05.03.10 Texas State Telecommunications Services; UPPS 04.04.01 Miscellaneous Human Resources Policies and Procedures Security of Texas State Information Resources 04.01.01;Access to Centrally Administered Computing Resources 04.01.02; Networking Hardware and Software Supported by Computing Services 04.01.05; University Website 04.01.06).

I. PURPOSE:

As Custodial employees, we have access to the University at-large. The Trust and confidence placed on us is a tremendous responsibility. To this end we have established the following procedure to ensure that no one violates that trust.

DEFINITION: University equipment would include, but is not limited to, telephones, computers, typewriters, fax machines, copier machines, etc.

II. TELEPHONE USAGE PROCEDURES:

General:

- A. Long Distance: University employees must utilize their own PIN # to place long distance calls for University business. PIN #'s are not to be shared with other employees or students.
- B. Long Distance: For personal or non-business related calls employees should use a personal credit card or bill the call to a non-university number.
- C. Collect calls should not be accepted by any employee.

Hard line Phones in Buildings:

- C. If the need for a telephone arises, locate the main office on your floor or building. Ask the Administrative Assistant to designate which phone may be used to conduct Custodial business and/or emergency calls **only**.
- D. Employees may not use any phone within an Administrative or Office area without permission from the department. Private offices may not be accessed for phone or equipment use except in the case of an emergency (intruders, life or death, etc.).
- E. Pay phones are also available in many lobby areas or outside central campus areas. Pay phones may be utilized for personal calls during breaks and/or lunch periods.
- F. All pay phones on campus will dial 911 at no charge.

University Provided Push to Talk:

Push to Talk phones are intended for official use only. Push to Talk phones are not to be used for personal business. All Private use that results in a charge to the university must be reimbursed by the individual causing the charge immediately.

A. EXPECTATIONS:

1. All staff issued a Push-to-talk and accessories (wall charger, belt clips, etc.) are responsible for maintaining control within their scope of service responsibility and on a daily basis.
2. Loss of Push-to-talk and/or accessories may result in disciplinary sanctions.
3. Loaning of Push-to-talk or transferring is strictly forbidden unless other arrangements have been approved by your Supervisor. All permanent re-assignments shall be sent to the Director for processing.

B. PROCEDURES

1. Custodial Operations will issue Push-to-talk and accessories to employees with appropriate job assignments based upon their position and service location. All Push-to-talks and accessories will be signed out on the Push-to-talk Issue Form and this documentation will remain in individual employee files until they are returned to the office permanently upon transfer or termination.
2. Line staff custodians will turn in their Push-to-talks at the end of each shift and/or when leaving campus for the day. Push-to-talks assigned to individuals must be turned in by that individual unless other arrangements have been approved by the supervisor.
3. Employees will immediately turn in any broken, bent, or otherwise non-functional/damaged Push-to-talks and/or accessories to their Supervisor for repair or replacement.
4. Supervisors are expected to take their Push-to-talks home with them to maintain contact with the Custodial Office and/or Central Plant for emergencies or on-call issues. Therefore, they are allowed to maintain a wall- charger at their home and office if they so choose.
5. Each affected Custodial employee shall certify by their signature below that:
 - a. I have read this policy and further understand:
 - I am responsible for the Push-to-talk and accessories issued to me and for immediately reporting their loss or theft to my supervisor or department head as well as to the University Police Department.

- The Push-to-talk and accessories issued to me may not be transferred or loaned to another person. I understand that unauthorized use or possession of university Push-to-talk or accessories is not allowed.
- All Push-to-talk and accessories will be returned immediately to my supervisor or department head upon my transfer to another department, termination of employment, or when the use of the Push-to-talk and accessories become unnecessary or unauthorized.

Personal Cell Phone Usage:

Custodial line staff are not to use personal cell/mobile phones, netbooks, computers, etc. during work time except in the case of life and death emergency. Under general circumstances they are only to be accessed during breaks or lunch.

Limit your use of your personal cell phone
to your normal break times or for
emergencies only!

III. UNIVERSITY COMPUTERS

USE OF COMPUTERS:

- A. University Computers shall not be used for personal business. (i.e. personal advertisement, religious or political statements, etc.)
- B. At no time will the use of vulgar or profane language be permitted.
- C. Use of the internet is for official business only. "Surfing the Net" is not authorized.
- D. From time to time an individual may receive junk email (jokes, interesting commentary, advertisements, etc.). Do not forward this information; simply delete the email.
- E. If you routinely receive junk email from a particular individual, please contact that person (by email) and ask him/her to refrain from sending junk email to your email address.
- F. Passwords - Each Custodial employee is responsible for the security of their individual computer (domain) account, Network Identifier (Net ID) and password issued to them and any computer or other device accessible to them.
- G. No computer or other device connected to a current job session (i.e. "logged in") shall be left unattended. Each Custodial employee will be held accountable for any activity that takes place in their account. Individuals who discover or suspect that the security of their account has been compromised must immediately change their password and report the

incident to their immediate supervisor

- H. Playing games on the computer is not authorized. This includes the games that came with the Microsoft Windows software.
- I. Do not install any software on your computer. If you have the need for additional software, contact the Director.
- J. Beware of unusual emails that may contain a computer virus. If the email is suspicious do not open it, but report it to our departmental Trainer.

Violation or deviation from the intended use of computer resources will result in disciplinary action to include loss of computer access up to and including termination in accordance with University policy.

IV. GENERAL:

- A. Using University Equipment without authorization is not permitted. University equipment may only be used with **written authorization from the individual responsible for the equipment and on the employee's break or lunch period.**
- B. Written authorization **must** be forwarded via e-mail to the Director of Custodial Operations, **prior** to use of any equipment, excluding telephones.

VI. CERTIFICATION STATEMENT

This policy has been approved by the following individuals in their official capacities and represents Custodial Operations policy and procedure from the date of this document until superseded.

Director, Custodial Operations

Assistant Director, Custodial Operations