Information Technology Services

Phone Policy

Policy:	No: 4.0
Responsible Officer:	Chief Information Officer, James Johnson
Effective Date:	June 1, 2024
Updated:	August 21, 2024
Issued By:	ITS - Information Technology Services

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1.0 Phone Policy Purpose Statement

At Saint Mary's College of California, effective communication is essential to supporting faculty, staff, students and the broader campus community. To ensure our communication resources are used responsibly and equitably, Information Technology Services (ITS) provides both hard phones (traditional desk phones) and soft-phones (software-based phones) to eligible individuals.

Following a comprehensive review of phone usage data across campus, we discovered that a significant number of desk phones were either unused or had less than 60 minutes of total call time. Despite this minimal usage, the costs associated with equipment and maintenance have remained constant. This prompted the College to reevaluate our approach to phone allocation, aiming to balance the needs of employees who rely on campus phones for regular business while reducing unnecessary spending on underutilized lines.

This policy outlines the criteria for phone allocation, any associated costs for additional services, and usage guidelines to ensure that our resources are optimized for both efficiency and sustainability.

2.0 Eligibility and Phone Allocation

1. **For Full-Time Staff and Faculty**: ITS will provide hard or soft phones to the majority of full-time staff and faculty, with the type of phone based on their department's needs and the nature of their work.
2. **Based on Job Functions**: Phone allocation is primarily determined by the role's requirements. For instance, positions that do not require constant communication, such as maintenance staff, might not be eligible for a phone unless their job duties specifically require one.
3. **Contracted Employees**: Those under contract with the college need to have a minimum tenure of 6 months to qualify for a phone. This policy ensures that only those substantially committed to the college receive this benefit.
4. **Part-Time Faculty and Staff**: Individuals in part-time roles, such as adjunct professors, do not automatically receive a phone. If a phone is necessary, please submit a [Technology Purchase Request (TPR)](#) to request one using Department funds.

3.0 Charges for Additional Phones

Departments needing extra phones for roles like student workers, for use in conference rooms, for adjunct professors, for part-time faculty and/or staff, or emeritus will incur a fee. This fee covers the cost of the phone, its installation, and ongoing service charges. Justification for the additional phones must be provided, highlighting the necessity and duration of use. This process can be started by submitting a [Technology Purchase Request (TPR)](#).

4.0 Usage Review and Off-Boarding

1. **Low Usage**: We aim to allocate our resources wisely. Phones with low usage, defined as no outbound calls for over 6 months and/or 6 or less hours total for 12 months will be reviewed and potentially removed unless justified.
2. **Off-Boarding Process**: To avoid charges for unused services, departments must inform ITS about any employee separation. Regular audits will help deactivate unneeded lines and keep our systems up to date.

5.0 Implementation and Review

This policy will be revisited annually to reflect any changes in technology or the needs of our community. Compliance is required from all departments and individuals to ensure our communication resources are used thoughtfully and effectively.

This comprehensive policy framework is designed to guide the management and allocation of phone services at Saint Mary's College of California, promoting a connected and efficiently managed communication environment.

6.0 Glossary

Adjunct Professors: Part-time faculty members who teach on a contractual basis, rather than full-time employees of the college.

Contracted Employees: Individuals who work for the college under a formal contract but are not considered full-time or permanent employees. These contracts specify the duration and terms of employment.

Departmental Charges: Fees assessed to college departments for additional telecommunications services, such as extra phone lines or equipment, beyond what is allocated by IT Services.

Full-Time Staff and Faculty: Employees who work a full schedule, typically 40 hours per week, and are considered permanent members of the college staff or faculty.

Hard Phone: A traditional desk phone that requires a physical connection to the college's telecommunications network.

Information Technology Services (ITS): The department responsible for managing and supporting technology resources at Saint Mary's College, including telecommunications services.

Off-Boarding Process: The procedure followed when an employee leaves the college, ensuring that their access to college resources, including phone services, is properly terminated.

Part-Time Faculty and Staff: Employees who work less than the full-time schedule and are not considered permanent or full-time members of the college staff or faculty.

Phone Allocation: The process by which ITS distributes hard phones and soft phones to eligible members of the college community based on their role and communication needs.

Soft Phone: A software application that allows making and receiving calls over the internet using a computer or mobile device, without the need for a physical phone.

Usage Review: A periodic assessment of phone usage to determine if the allocated phones are being used effectively and to identify any lines that may no longer be needed.

7.0 Contact Information

Submit all inquiries and requests for future enhancements to the policy owner at:
Saint Mary's College of California
1928 St. Marys Rd.
Moraga, CA 94575

8.0 Revision History

This standard shall be subject to periodic review to ensure relevancy.

Date	Description of Change	Reviewer
2/06/2024	Managers Review	James Johnson
8/21/2024	Campus Stakeholder Update	James Johnson