Abusive Calls
Policy # 05.A – 05.A.1
Approved: 03/01/04

05.A. Purpose

The Assistant Provost of Student Affairs is directly responsible, in consultation with the Director of Public Safety, Housing and CS (Computing Services), for determining appropriate action in the event that annoying, and harassing or threatening telephone calls are made to ASC students and employees.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

05.A.1. Federal Law - It is a crime under both state and federal laws for anyone to make threatening, abusive, obscene or harassing telephone calls. These laws have penalties of imprisonment and/or a fine.

05.A.2. Actions - Possible actions include assertively discouraging the caller, changing the telephone number, disconnecting the telephone service for a period of time, or monitoring the affected telephone number in an attempt to ascertain the source of the annoying calls.

05.A.2.a. Placing a report - To report a harassing phone call, the person first must contact Public Safety. CS will not act on any complaint without the involvement of Public Safety.

05.A.2.b. Changing phone #s - A student’s phone number will only be changed to an unlisted status ONCE. It is the responsibility of the student to keep the number from being compromised.

05.A.2.c. Confidential - The technical action taken to catch offenders is considered confidential, and will not be discussed openly.

05.A.2.d. Recording devices - CS will not attach any voice recording devices (wire tap) to an individual’s phone line without a legal court order authorizing such action.

05.A.2.e. Source - All information and action taken to determine the source of the harassing phone calls will be given to Public Safety only. This information will not be given to individuals.
Definitions

- **Annoying phone call** - Phone calls such as telemarketers, wrong numbers.

- **Harassing phone call** - Phone calls directed at particular individual or phone number that are continuous and harassing in nature.

- **Threatening phone call** - Calls placed to an individual that contain threats to inflict physical harm or intend to cause mental anguish.
Access Codes
Policy # 05.B – 05.B.3
Approved: 03/01/04

05.B. Purpose

To be rewritten by Otis, per Ray

Authority

This policy was reviewed and approved by the Cabinet on ??/??

Note from Kat: 1/25/04
Billing Reports
Policy # 05.C – 05.C.1
Approved: 00/00/04

05.C.  Purpose

Due to pending changes with billing software – this policy will follow later. Ray

Authority

This policy was reviewed and approved by the Cabinet on ??/??

Note from Kat: 01/25/04
Calling Cards
Policy # 05.D
Approved: 00/00/04

05.D.  Purpose

Deleted text per Ray’s instructions. They will add something later.

Authority

This policy was reviewed and approved by the Cabinet on ??/??

Note from Kat: 1/25/04
Cellular Phones
Policy # 05.E – 05.E.1
Approved: 03/01/04

05.E. Purpose

The CS office can provide information about college-approved vendors for these services. The CIO of CS must sign all contracts for telecommunications services for the college, including agreements for mobile telephone services.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

05.E.1. Usage - Mobile phone services contracted by the college will be used for Adams State College (ASC) business and services only.
05.F. **Purpose**

The purpose of this policy is to describe how and what types of phone services are provided to the ASC campus.

**Authority**

This policy was reviewed and approved by the Cabinet on March 1, 2004.

05.F.1. **Requests** can be submitted via a workorder entered by the customer or through direct contact with the CS Helpdesk for the following services:

05.F.1.a. **New/Deletion** - If your request is for new or deletion of telephone services, your department supervisor must submit a letter or email approving this request.

05.F.1.b. **Repair** - Repair requests have priority over request for Moves, Additions or Changes.

05.F.1.c. **Students** - Student’s who need to report trouble with their telephone services must contact the Housing Office. The Housing Office will open a workorder through the workorder system. Once a work order is submitted, it is considered consent for the service personnel to enter the student’s room during normal working hours to do repairs.

05.F.2. **New Telephone Numbers** - Telephone services are a resource of the department, therefore, all requests for new phone service or deletion of service must have the written approval of the supervising Provost, Assistant Provost or Vice President.

05.F.3. **Other Requests** - All requests for other phone services, such as toll free numbers, calling cards etc. must be requested through CS for submission to and approval by the State Telecommunications Department.
Portability/Assignment
Policy # 05.G – 05.G.2
Approved: 03/01/04

05.G. Purpose

The policies purpose is to describe the scope of phone numbers covered by the ASC phone system and the process of assigning phone #s to employees.

Authority
This policy was reviewed and approved by the Cabinet on March 01, 2004.

05.G.1. ASC Phone Numbers - ASC has control of the phone numbers 719-587-7000 through 8999. These numbers are leased from the local telephone company. The management of these telephone numbers falls under the responsibility of CS.

05.G.2. Assignment - The current procedure is to assign telephone numbers to job positions or titles. CS does not assign numbers to individuals. In the case of Housing, phone numbers are assigned to rooms. Only under certain cases, such as harassment, are phone numbers changed, and kept confidential. See the policy for Abusive Calls (Policy #05.A; pg 35 above) for more information regarding abusive calls.

Examples:

- In the event of an office or department’s relocation an individual’s phone number would stay the same/follow them as they are in the same job.

- If an individual takes another position, the individual would use the phone number assigned to that job position or title.
Public Access and Pay Phones
Policy #05.H – 05.H.2.a
Approved: 03/01/04

05.H. Purpose

To describe the types of public access or pay phones provided in and around the ASC campus.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

05.H.1. Campus phones – “campus phones” are defined as those public access phones that do not require currency to operate. ASC currently provides access to the telephone system with telephones located in the buildings through campus. These phones can place calls on and off campus as well as long-distance calls. The campus phones that are provided on campus are in addition to the Qwest pay phones also located on campus.

05.H.2. Types

- Courtesy Phones – can/are provided by individual departments.
- Security Phones – are provided by safety codes.
Voice Mail
Policy # 05.1 – 05.1.1
Approved: 03/01/04

05.1. Purpose

The purpose of this policy is to describe the voice mail services provided and not provided for ASC campus staff, faculty and students.

Authority

This policy was reviewed and approved by the Cabinet on March 01, 2004.

05.1.1. Voice Mail

05.1.1.a. Available to - Voice mail services are available for the faculty and staff.

05.1.1.b. Instructions - CS maintains detailed instructions both in hardcopy and on the web.

05.1.1.c. Forgotten passwords - If you forget your password your voice mailbox the password can be reset per a workorder request.

05.1.1.d. 3rd Party Usage - No individual or department will allow 3rd party usage of the voice mail system without prior approval of CS CIO.

05.1.1.e. Students - Voice mail services are not available for students at this time.