

Wheaton College
Cell Phone and Data Services Plan
Policy and Procedures
Effective January 1, 2012

Purpose and Scope

Wheaton College wishes to provide the most consistent, convenient and cost effective cellular/smart phone and data plan services possible to its employees. The objectives of this policy are to:

1. provide guidelines to employees who may require a cellular/smart phone and/or data service plan to conduct college business;
2. apply standards to the cellular/smart phone equipment and service agreements used by college employees;
3. simplify and make more manageable the college's relationship with cellular/smart phone and data service vendors;
4. ensure that the college's acquisition of cellular/smart phone and data services is cost-effective;
5. provide a system for monitoring cellular/smart telephone and data plan usage patterns so that plans can be routinely modified to better meet the needs of the user; and
6. establish a system for monitoring future developments in cellular/smart phone and data plan services and equipment and selecting those that meet the needs of the college.

This policy applies to all faculty and staff of the college.

Service Vendors

To facilitate the above objectives, the college may at its discretion enter into contracts with telephone and data service providers. During the period when one or more of these contracts is in force, the college will only purchase cellular telephones or cellular telephone and data service agreements for employee use on the basis of these contracts, unless a specific exception is granted by the appropriate Division Vice President in consultation with the Associate Vice President of Library and Information Services (LIS).

Eligibility

College cellular/smart phones or other mobile devices, such as tablets, may be an appropriate tool to conduct college business when it is demonstrated that an employee's communication needs cannot be met with other available alternatives such as a paging device, a radio, standard telephone or computing (laptop/desktop) equipment.

The following criteria are provided in order to determine an employee's need for a cellular phone, smart phone, and/or data plan:

1. **Institutional, time-sensitive decision making:** An employee whose responsibility includes making critical decisions with widespread impact for the college.
2. **Frequent job-related travel:** An employee who travels on a routine basis in the course of performing job-related responsibilities.
3. **Need for mobility:** An employee who typically works in the field or at job sites where access to a telephone is not readily available and is deemed necessary for work responsibilities.
4. **Emergency response:** An employee who is contacted and/or must respond in the event of an emergency (24/7) or is required on a regular basis to be available during non-business hours.
5. **Smart phone and data plan:** Some combination of the above reasons PLUS the employee must check e-mail and/or calendar constantly when away from her/his office.
6. **Tablets/other mobile devices requiring data plans:** Some combination of reasons one through #4 above PLUS #5 above PLUS there is a demonstrated need for access to data and other content that cannot be met with a smart phone.

Please note, for many positions an employee is expected to be reachable for emergencies but may not be eligible for an employer provided cellular phone based on the criteria listed above. In those cases it is expected that the employee will have a personally owned cellular phone and if business use occurs reimbursements will be based on an assumption that the employee is paying for a base plan that includes text messaging and a data plan. Work-related usage that exceeds a reasonable base plan will be reimbursable. Reimbursement for per-minute "air-time" charges is limited to the total overage charge shown on the invoice. Any specific charges, e.g. roaming or text messaging, that are associated with particular work-related calls are also reimbursable as long as the bill itemizes the time, destination and cost of the call. The individual should make personal payment to the provider, and then submit a request for reimbursement to the employee's department as other work-related expenses and per the timeframes and procedures in the college's Travel and Business Expense Policy.

Approval

Requests for cellular/smart phones must be approved by the employee's supervisor, Division Officer and LIS (who will provide advice on the most appropriate equipment and plans).

Use of Cell Phones

Wheaton College provides cellular/smart phones to employees for the purpose of conducting college business. The use of Wheaton owned cellular/smart phone equipment to make or receive personal calls is discouraged, although it is understood that usage for personal reasons may be necessary in emergency situations. Employees must realize that although personal calls made within local calling region and under the usage limits provided by the employee's plan do not result in additional charges, they do count toward the overall time limits established under the service agreement. It is expected that the plan chosen will provide adequate coverage for all normal business needs and **any overage, long distance, roaming or other charges realized by the employee for personal calls shall be the responsibility of the employee.**

Cellular/smart phones are not a personal benefit and shall not be the primary mode of communication, unless they are the most cost-effective means to conduct college business. Users are responsible for the costs associated with applications (apps) and media not originally included with a device. Departments may have need for additional applications beyond what is provided with basic service plans but these costs are not covered by the program.

Use of a college cellular/smart phone is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of these policies may result in revocation of cellular access, notification to college management, and disciplinary action. All equipment will be returned to LIS upon leaving employment.

Cellular/smart phones should not be used while driving unless a hands free device is used. Please be aware that in many states the use of a cellular/smart phone while driving is prohibited.

Use of Data Plans

Wheaton College provides data plans to employees for the purpose of conducting college business. Costs for data plans that are activated through a credit card are not covered by LIS. All costs for data plans activated through a credit card are the responsibility of the Department and should not be forwarded to LIS for payment.

Employees must realize that although personal use of data plans may not result in additional charges, they do count toward the overall limits established under the service agreement. It is expected that the plan chosen will provide adequate coverage for all normal business needs and any overage or other charges realized by the employee for personal use shall be the responsibility of the employee.

Billing Statements and Reconciliation

LIS will receive a monthly activity statement showing the usage and call detail. Users who have high phone and/or data plan utilization may be reviewed by LIS in collaboration with the user's supervisor to determine appropriate use. This statement will be analyzed for any plan changes that may be necessary. The college will pay the monthly cellular/smart phone bill from a consolidated invoice and provide a summary list of activity per user to a designated Division representative on a periodic basis. No further action is required by the employee unless there are excess charges.

Cellular/smart phone and data plan bills are not private. The college has the right to monitor all bills. When personal calls are charged in excess of the plan minutes they are to be reimbursed to the college at the current per minute overage charge. Data plan overages are to be reimbursed to the college at the current overage charge. Whenever possible, WiFi connections should be used and cellular data plans reserved for special needs while traveling and WiFi networks are not available.

Program management

The relationship with cellular/smart phone and data plan providers shall be managed through LIS. LIS staff will place all orders for cellular/smart phone telephones and services with the contracted vendor and take delivery of the equipment. LIS will negotiate all data plan services and will contact employees ordering equipment when it arrives. Employees should expect to become familiar with their phones and other mobile computing devices through vendor documentation and assistance. LIS support staff will assist with enabling access to College email and calendar services as necessary. LIS staff will monitor plans and overall usage and suggest changes in service agreements to provide the most convenient and economical plan to the employee. The most economical plan in regard to the user's business demands and the college's contract options shall be utilized.

International Travel: Users with requirements beyond domestic voice and data services will contact LIS one month in advance of the need. If possible, voice services will be activated for the duration of the need and be deactivated upon completion. At the time of this writing international data service on cellular phones is cost prohibitive and not recommended or covered by LIS.

Telephone Handsets and Mobile Communication Devices

Telephone handsets which meet the essential business needs of the College are funded by the program. LIS will maintain an inventory of all College-funded phones and mobile devices. Telephone handsets will be replaced as needed to ensure proper operation. There will be no automatic upgrades of telephones to newer models. All telephone replacements will be done through LIS. In some cases, a replacement phone may come from existing inventory and not be identical to the phone being replaced. LIS will insure the ability to make calls and receive email but may not be able to get an exact replacement until allowed by contract. Other mobile devices such as tablets funded through departments will require replacement with departmental funds.

Handsets or other equipment that is damaged should be brought to LIS, who will contact the vendor for replacement or repair. Lost or stolen equipment should be reported immediately to LIS so that service can be cancelled. LIS will inform Public Safety of lost or stolen equipment.

LIS will also monitor changes in cellular/smart phone and mobile technologies and make recommendations for improvements in the college's equipment on an as needed basis. LIS will maintain an inventory of all phones.

Implementation

The supervisor shall complete a cellular/smart phone or data plan request form and determine in consultation with LIS the appropriate phone and plan. See Cellular/Smart Phone Request form.

It is the responsibility of each supervisor who requests a cellular/smart phone for an employee to inform them of this policy, and follow appropriate procedures. Employees with college cellular/smart phones must sign Attachment A to this Policy.

Wheaton College
Cellular/Smart Phone or Data Plan Request

Date:	Employee Name:		
W#:	Paygroup: <input type="checkbox"/> Biweekly <input type="checkbox"/> Monthly		
Job Title:			
Department:			Org #:
Cell phone #:			

The application form below must be completed and signed by you, then submitted to your immediate supervisor. Your supervisor will submit the application to the Division Officer for approval. Please allow adequate time for completion of this process.

A cell phone is justified for these reasons (mark all that apply) - how the cell phone will support the college's business and improve the employee's ability to do his/her job.

- This employee is involved in institutional, time-sensitive decision making that includes making critical decisions with widespread impact for the college.
- This employee has frequent job-related travel.
- This employee frequently works in the field away from access to traditional land-based phone services.
- This employee is a key staff member needed in the event of an emergency.
- Other: _____

A data plan is justified for these reasons (mark all that apply) - how the plan will support the college's business and improve the employee's ability to do his/her job.

- This employee has frequent job-related travel requiring access to email and other content on mobile computing devices.
- This employee frequently works in the field away from access to traditional land-based data equipment and services and requires frequent access to email and other content on mobile computing devices.
- Other: _____

The type of plan requested to meeting the above obligations is:

Type of plan needed: <input type="checkbox"/> voice only plan <input type="checkbox"/> voice and data plan

I have read the above information regarding the Wheaton College cellular/smart phone policy and had the opportunity to discuss any usage questions with my supervisor. I understand that my cell phone number may be published and that the main intent of a cell phone is for business.

Employee signature

Date Signed

Approval signatures

Supervisor

President or Vice President

Attachment A
Acknowledgement of Receipt of College Cellular Telephone Policy

I acknowledge that I have read, understood and received a copy of the college's policy on cellular/smart phone usage dated January 1, 2012.

I understand that in accepting a cellular/smart phone that I am knowingly and willingly agreeing to comply with the college's policy.

Employee Name (Print & Sign)

Date Signed

Acknowledgement of Receipt of College Cellular Telephone Equipment

I acknowledge that I have received cellular/smart telephone equipment as described below:

Employee Name (Print)

Date Signed