



Review of the UMCP Policies and Procedures Concerning Telephone System Usage

PRESENTED BY Derek Richardson, Chair

REVIEW DATES SEC – September 25, 2020 | SENATE – October 7, 2020

VOTING METHOD In a single vote

RELEVANT POLICY/DOCUMENT [X-3.00\(A\) – University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage](#)

NECESSARY APPROVALS Senate, President

ISSUE

The University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage (X-3.00[A]), approved August 1, 1991 contains outdated language and references to services that no longer exist or that have changed significantly. Examples include mention of campus public telephones and 1-900 numbers, which no longer exist, and operator-assisted conference calls, which are obsolete. In addition, the Department of Communication Services referenced in the document has been subsumed by the Division of Information Technology (IT).

RECOMMENDATION(S)

The IT Council recommends that the revised University of Maryland Policy on Telephone System Usage (X-3.00[A]) immediately following the report be approved.

COUNCIL WORK

The IT Council formed a task force to examine the policy and make recommendations to bring the document up to date with modern practice. The task force met in person on February 6, 2020 and completed its work remotely over the following several months. The task force found multiple instances in the existing policy where changes are recommended. Also, task force members were assigned to review similar policies and procedures at Big 10 and other peer institutions. Following consultation with representatives of the Division of IT, the policy was revised to add a new section about 911 services. The Office of Legal Counsel approved the proposed revised policy on August 4, 2020. The IT Council unanimously approved the proposed revised policy on August 17, 2020.

ALTERNATIVES

The Senate could decline to approve the revised policy. The current policy would remain in effect and would remain inconsistent with current practice and best practice regarding 911 emergency services.

RISKS

There are no risks to the University in adopting these recommendations.

FINANCIAL IMPLICATIONS

There are no known financial implications to the University in adopting these recommendations.



Review of the UMCP Policies and Procedures Concerning Telephone System Usage

2019–2020 Committee Members

Derek Richardson (Chair)
Jack Blanchard (Ex-Officio Provost's Rep)
Babak Hamidzadeh (Ex-Officio Libraries Rep)
Jeffrey Hollingsworth (Ex-Officio VP IT/CIO)
Marcio Oliveira (Ex-Officio Division of IT Rep)
Axel Persaud (Ex-Officio Division of IT Rep)
Gerry Sneeringer (Ex-Officio Division of IT Rep)
Michel Cukier (IT Security Advisory Comm Chair)
Jason Farman (Learning Technology WG Chair)
Jeffrey Klauda (Enabling Research WG Chair)
Isabel Lloyd (Faculty)
Dana Nau (Faculty)

Jim Zahniser (Infrastructure WG Chair)
Andrew Smith (Professional Track Faculty)
Ann Holmes (Enterprise Systems WG Chair)
Brad Paleg (Exempt Staff)
Jun Chu (Graduate Student)
Madelyn Forrester (Undergraduate Student)
Raviteja Kemburu (Ex-Officio IT Student Adv Com)

Date of Submission

August 2020

BACKGROUND

The University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage (X-3.00[A]), approved August 1, 1991 (Appendix 1), contains outdated language and references to services that no longer exist or that have changed significantly. Examples include mention of campus public telephones and 1-900 numbers, which no longer exist, and operator-assisted conference calls, which are obsolete. In addition, the Department of Communication Services referenced in the document has been subsumed by the Division of Information Technology (IT). On December 18, 2019, the Vice President for Information Technology & Chief Information Officer (VP and CIO) requested that the Information Technology (IT) Council form a task force to examine Policy X-3.00(A) and make recommendations to bring the document up to date with current practice and best practices. The IT Council agreed and made a request to the University Senate for a formal Charge (Appendix 2).

COUNCIL WORK

The task force that convened to consider revisions to Policy X-3.00(A) consisted of the IT Council Chair, three other members of the IT Council, and a technical representative from Division of IT. The task force met in person on February 6, 2020 and completed its work remotely over the following several months. The task force found multiple instances in the existing policy where changes are recommended, including those noted previously and various details regarding how records are kept. Also, per the charge from the Senate, task force members were assigned to review similar policies and procedures at Big 10 and other peer institutions. Specifically, the task force examined materials found online at the University of Michigan, Michigan State University, the Ohio State University, Rutgers State University, University of Iowa, University of Minnesota, Northwestern University, Purdue University, and University of Wisconsin, along with University of Chicago, and Tennessee Tech University. In all cases, peer policies, where available, were in line with the revised proposed policy, except several included language regarding 911 emergency services that the existing Maryland policy lacks. Following consultation with representatives of the

Division of IT, the policy was revised to add a new section about such services. This brings the policy in line with the recent Kari's Law and Ray Baum's Act. The Office of General Counsel approved the proposed revised policy on August 4, 2020. The IT Council unanimously approved the proposed revised policy on August 17, 2020.

RECOMMENDATIONS

The IT Council recommends that the revised University of Maryland Policy on Telephone System Usage (X-3.00[A]) immediately following this report be approved.

APPENDICES

Appendix 1 — Current Policy (X-3.00[A])

Appendix 2 — Charge from the Senate Executive Committee



**X-3.00(A) UNIVERSITY OF MARYLAND, COLLEGE PARK POLICY ON
POLICIES AND PROCEDURES CONCERNING TELEPHONE SYSTEM
USAGE**

(Approved by the President August 1, 1991)

I. Policy

- A.** The **University of Maryland, College Park** (hereafter “**University**”) ~~Campus~~ telephone system provides service for conducting **University** ~~University of Maryland at College Park hereinafter "University"~~ business. **Use of the telephone system is subject to University network policies along with this policy.**
- B.** **The Division of Information Technology (DIT) is responsible for and operates the University’s telephone system.**
- C.** Personal calls of a non-emergency nature should be ~~charged to home telephones or~~ made **using a personal device, whenever possible** ~~from public telephones located on Campus.~~
- D.** ~~T~~**No** third-party calls may **not** be charged to a University telephone number **and** ~~nor~~ **collect calls** will ~~collect calls~~ **not** be accepted by the University. ~~Calls to 900, 976 or any other "pay" numbers are prohibited and the caller shall be subject to disciplinary action. Abusive or inappropriate use of the telephone system shall result in disciplinary action. Individual users are responsible for any damage to the telephone system or equipment caused as a result of inappropriate use.~~
- E.** ~~The University is e~~**Charged** **will apply** for ~~each~~ **international calls and some local** long-distance and directory-**assisted** ~~assistance~~ calls **dialed**, ~~so therefore~~, discretion is encouraged when using telephone services.
- F.** **Abusive or inappropriate use of the telephone system shall result in disciplinary action. Individual users are responsible for any damage to the telephone system or equipment caused as a result of inappropriate use.**

~~H. General Operation of the Telephone System~~

~~The Department of Communication Services is responsible for the telephone system, and is available to answer any questions and offer instruction concerning the use of the telephone system and equipment.~~

II. ~~III.~~ Telephone System Records

- A. A record **is kept by DIT that includes the number called as well as the campus location and extension of the phone used to make the call** ~~of all calls made from on-campus telephones at UMCP indicating the number called and the number and location of origin is kept by Telecommunication Services. Summaries A summary of the record of local calls and call details are available of long-distance calls is sent to each department business managers for review and verification each month.~~
- B. All records of telephone system usage, ~~are the property of the University of Maryland at College Park. Such records shall be provided to the appropriate authorities, including the police, when there is suspicion of wrong doing. Records shall also be provided upon request in personnel actions to appropriate University officials. Campus telephone operators and Communication Services employees have the authority, when directed to do so by the Director of Communications Services, to work with the police in obtaining information concerning malicious or threatening calls. The on-campus location of the and phone and incoming and outgoing phone numbers, are the property of the University number of calls placed may be provided as part of such an investigation.~~

IV. Emergency "Barge In"

~~Campus telephone operators have the authority to barge into a telephone line in cases where a caller reports an emergency to determine whether the line is in operation. The decision to do so is within the discretion of the operator.~~

III. ~~V.~~ Telephone Number Information Services

- A. Campus telephone numbers may be obtained in the **University's Faculty/Staff Telephone Directory**. For additional information, the Campus **Telephone Operator** may be consulted **by dialing "0" from any campus phone**.
- B. **The Campus Operator will not provide h**Home telephone numbers ~~and message services shall not be provided by the Telephone Operator, nor shall operators~~ place off-campus calls for campus callers.

~~VI. Conference Calls~~

~~Conference calls with more than three people located off-campus need operator assistance. This service may be provided by campus operators or through the telephone company operator. There is a charge for this service. When the service is provided by telephone company operators it must be billed to a telephone credit card. University telephone credit cards are available upon request from the Department of Communication Services. Conference calls for official University business may be reimbursed by the department.~~

IV. ~~VII.~~ Voicemail Voice Mail

- A. The **voicemail** ~~voice mail~~ system **should** ~~is to~~ be used for legitimate purposes only.

- B. University employees should use the **system service** for official University business.
- C. Resident students may use the **voicemail** system **in their residence** for personal messages, ~~but there should be no~~ abusive messages, and ~~no~~ use ~~that which~~ would damage or hinder the functioning of the system **are prohibited**.
- D. Any abuse of the **voicemail** ~~Voice-Mail~~ **s**ystem shall result in disciplinary action and reimbursement to the University for any damage caused to the system.
- E. **Voicemails that are forwarded to or accessed through email are subject to the IT Standard: Institutional Email (IT-14) and may be considered “records” covered by the Maryland Public Information Act.**

V. Emergency Calls

- A. **Emergency calls from the University can be placed with or without the external prefix (i.e., 9-911 or 911). This applies to both on-campus devices, which route to UMPD/Public Safety, as well as devices at remote sites, which route to a local Public Safety Answering Point (PSAP).**
- B. **Location information sent to the respective PSAP includes the caller’s street address, floor level, room, and/or suite information, as provided through an integration with the E911 location service.**

**SECTION X: MISCELLANEOUS POLICIES**

Policy Number: X-3.00(A)

University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage

Consolidated USM and UMD Policies and Procedures

APPROVED BY THE PRESIDENT 1 AUGUST 1991

I. Policy

The Campus telephone system provides service for conducting University of Maryland at College Park hereinafter "University" business. Personal calls of a non-emergency nature should be charged to home telephones or made from public telephones located on Campus. No third party calls may be charged to a University telephone number nor will collect calls be accepted by the University. Calls to 900, 976 or any other "pay" numbers are prohibited and the caller shall be subject to disciplinary action. Abusive or inappropriate use of the telephone system shall result in disciplinary action. Individual users are responsible for any damage to the telephone system or equipment caused as a result of inappropriate use. The University is charged for each local, long distance and directory assistance call dialed, therefore, discretion is encouraged when using telephone services.

II. General Operation of the Telephone System

The Department of Communication Services is responsible for the telephone system, and is available to answer any questions and offer instruction concerning the use of the telephone system and equipment.

III. Telephone System Records

A record of all calls made from on-campus telephones at UMCP indicating the number called and the number and location of origin is kept by Telecommunication Services. A summary of the record of local calls and details of long distance calls is sent to each department for review and verification each month. All records of telephone system usage are the property of the University of Maryland at College Park. Such records shall be provided to the appropriate authorities, including the police, when there is suspicion of wrong doing. Records shall also be provided upon request in personnel actions to appropriate University officials. Campus telephone operators and Communication Services employees have the authority, when directed to do so by the Director of Communications Services, to work with the police in obtaining information concerning malicious or threatening calls. The on-campus location and phone number of calls placed may be provided as part of such an investigation.

IV. Emergency "Barge In"

Campus telephone operators have the authority to barge into a telephone line in cases where a caller reports an emergency to determine whether the line is in operation. The decision to do so is within the discretion of the operator.

V. Telephone Number Information Services

Campus telephone numbers may be obtained in the Faculty/Staff Telephone Directory. For additional information, the Campus Telephone Operator may be consulted. Home telephone numbers and message services shall not be provided by the Telephone Operator, nor shall operators place off-campus calls for campus callers.

VI. Conference Calls

Conference calls with more than three people located off-campus need operator assistance. This service may be provided by campus operators or through the telephone company operator. There is a charge for this service. When the service is provided by telephone company operators it must be billed to a telephone credit card. University telephone credit cards are available upon request from the Department of Communication Services. Conference calls for official University business may be reimbursed by the department.



Review of the UMCP Policies and Procedures Concerning Telephone System Usage (Senate Document #19-20-51)
IT Council | Chair: Derek Richardson

The Senate Executive Committee (SEC) and Senate Chair Lanford request that the Information Technology (IT) Council review the University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage.

Specifically, the IT Council should:

1. Review the University of Maryland, College Park Policies and Procedures Concerning Telephone System Usage ([X-3.00\[A\]](#)).
2. Review similar policies or procedures on telephone system usage at Big 10 and other peer institutions.
3. Consult with a representative of Division of Information Technology.
4. Consider whether the policy aligns with current practices related to telephone system usage at the University.
5. Consider whether there are outdated elements of the policy that should be removed.
6. Consider whether the language in the policy should be broadened to accommodate any future changes in technology.
7. Consult with a representative of the Office of General Counsel on any proposed changes to the University's policy.
8. If appropriate based on the council's consideration of the above items, recommend whether the policy should be revised and if so, provide suggested revisions.

We ask that you submit a report to the Senate Office no later than **October 1, 2020**. If you have questions or need assistance, please contact Reka Montfort in the Senate Office, extension 5-5804.