Cellular Device Policy

I. PURPOSE

The purpose of this policy is intended to set guidelines for:

1. Authorizing the purchase of cellular devices for Rowan University employees
2. Authorizing reimbursement for personal cellular device usage by Rowan University employees

II. ACCOUNTABILITY

Under the direction of the President, the Chief Information Officer, the Chief Financial Officer and the Director of Information Security shall implement and ensure compliance with this policy.

III. APPLICABILITY

This policy applies to all Rowan University employees.

IV. DEFINITIONS

Refer to Rowan University Technology Terms and Definitions for terms and definitions that are used in this policy.

V. POLICY

1. Rowan University Provided Cellular Devices
   a. Eligibility
      i. A University-owned device may be issued to employees who meet specific job-based eligibility criteria, including:
         1. Information Technology: Employees who are required for 24/7 on-call responsibilities, after-hours support, or additional communication needs regarding emergency technical services and support.
         2. Plant/Facilities: Employees who are required for 24/7 on-call responsibilities, are always in the field, or do not have access to a desktop phone.
         3. Marketing: Employees who must be available 24/7 for media and community relations, crisis management, or additional communication needs regarding the University’s public image.
4. **Clinical**: Employees who must be available 24/7 for on-call responsibilities, patient care needs, or additional communication needs regarding emergency medical care.

5. **Emergency Management and Public Safety**: Employees who must be available 24/7 for on-call responsibilities, emergencies regarding the safety of the University community, or additional communication needs regarding emergency services.

6. **Advancement**: Employees who are required to remain in constant contact with both the office and donors. These employees are responsible for obtaining donations from corporations and other entities.

7. **Executive Management**: Senior level or executive management that directly support presidential initiatives and operations.

   ii. In limited circumstances, employees who do not meet the criteria in V.1.a.i may be issued a University-owned device if at least one of the following two criteria is met:

   1. The job function of the employee requires considerable time outside of their assigned office or work area, and it is important to the University that they are accessible during those times.
   2. The job function of the employee requires them to be accessible outside of scheduled or normal working hours.

b. **Authorization**

   i. Any requests for a new University-owned device must be initiated by a dean or departmental manager and approved by the appropriate area Vice President. To request a University-owned cellular device, fill out the Cellular Device Request Form and send it to support@rowan.edu.

c. **Multiple Devices**

   i. Only in the event that a true business case is made to the approving authority will multiple cellular devices be allowed by employees. These business cases occur rarely and will only be approved where multiple devices are necessary for employees to pursue the effective performance of their jobs.

d. **Cellular Device Peripherals**

   i. Rowan University will only cover the cost of a protective case for the cellular device. University funds may not be used to pay for other peripherals such as screen protectors or other items.

e. **Cellular Device Storage**

   i. Rowan University only allows for the purchase of cellular devices with the basic/least amount of storage capacity available for that model. Larger storage sizes are not permitted. Users should utilize University-supported cloud storage for additional storage space, in accordance with policies governing the storage of sensitive data.

   ii. Storage requirements will be reviewed annually by IRT to address current computing requirements or compliance.

f. **Personal Use of University-Provided Cellular Device**

   i. Although the occasional use of a Rowan University cellular device for personal calls may be necessary, incoming and outgoing personal calls are discouraged.

      1. At the discretion of Rowan University, employees may be required to reimburse Rowan University for personal phone calls made from an institutional cellular device. Reimbursements should be processed through your supervisor.

      2. Rowan University will audit for international usage of cellular devices. Employees may have to reimburse the University for International Usage.

   ii. Note that misuse of the cellular device — using it in ways inconsistent with Rowan University policy or with local, state, or federal laws — will result in immediate cancellation of the cellular device privilege.

g. **Replacement and Damaged Cellular Device**

   i. Employees are eligible for replacement of cellular device once every two years.
ii. Employees with damaged University-provided cellular devices will only be allowed one replacement during a two-year period. All approved replacements will follow the regular replacement cycle and they will be observed by the carrier.

1. It is the responsibility of the employee to replace accidentally damaged cellular devices, unless the damage occurs during a work activity.
2. The replacement for a damaged cellular device can only be of the same make and model that the employee is currently using. A damaged cellular device cannot be replaced with an upgraded model.
3. It is the responsibility to immediately report lost cellular devices so that the service can be disabled as soon as possible.

iii. All University-owned cellular devices, whether damaged, replaced as part of the replacement cycle or change of carrier, must be returned to the University in compliance with the University’s Technology Ownership Policy.

h. Deprovisioning University-Owned Cellular Devices

i. Separating Employees

1. If an employee has a device account previously provided through Rowan because of the employee’s job function, the University will discontinue providing that account when the employee separates from the University.
2. Human Resources must notify IRT of an employee’s last day once it has been determined.
3. The employee must turn in the cellular device to the IRT Technology Services group for their campus. The return of the cellular device to IRT must take place prior to the close of business on their last day of employment. Failure to do so may result in legal action.
4. Human Resources will be notified if issued equipment is not collected by IRT by close of business on the person’s last day of employment.
5. If a separating employee wishes to retain their cellular device or their phone number, they may do so under the following guidelines:

   a. Cellular device will be wiped of all data prior to new setup/transfer. The original owner is responsible for preserving a copy of their own personal data.
   b. Cellular devices may be purchased from the University at their market value. IRT will provide the cost, and if the person wishes to retain the cellular device, he or she will issue a personal check to Rowan University in the amount of the cellular device market value and administrative related fees. The user is responsible for contacting IRT at least five business days prior to their last day of employment.
   c. Phone numbers and phone accounts may be transferred to the ownership of the employee who is separating from the University for a $100 Administrative Fee. The administrative fee of $100 will be paid regardless of whether or not the user owned the number at the beginning of this process. The cellular device user can arrange this by contacting IRT as described above at least five business days prior to the last day of their employment. At this time, the employee will arrange to pay the administrative fees incurred.
   d. In situations where an employee changes positions within the University, it is the responsibility of the department head of the vacated position to collect the cellular device.
   e. Payment is the responsibility of the separating employee and cannot be made with University funds.

ii. Current Employees

1. If a current employee has a Rowan-owned device that is no longer required for their job function, the employee must turn in the cellular device to the IRT Technology Services group for their campus.
2. If a current employee wishes to retain their cellular device or their phone number, they may do so under the following guidelines:

a. Cellular device will be wiped of all data prior to new setup/transfer. The employee is responsible for preserving a copy of their own personal data.

b. Cellular devices may be purchased from the University at their market value. IRT will provide the cost, and if the person wishes to retain the cellular device, he or she will issue a personal check to Rowan University in the amount of the cellular device market value and administrative related fees.

c. Phone numbers and phone accounts may be transferred to the ownership of the employee for a $100 Administrative Fee. The administrative fee of $100 will be paid regardless of whether or not the user owned the number at the beginning of this process. The cellular device user can arrange this by contacting IRT. At this time, the employee will arrange to pay the administrative fees incurred. Payment is the responsibility of the employee and cannot be made with University funds.

2. Reimbursement for Use of Personal Cellular Devices

a. Full Authorization

i. The appropriate area Vice President may authorize a cellular device reimbursement for an employee who carries a personal cellular device for Rowan University business.

ii. If authorized, employees required to carry a personal cellular device for Rowan University business will receive compensation for cellular usage in the form of a cellular device reimbursement. Reimbursement will not be paid for the cost of cellular device itself.

iii. Simple convenience is not a criterion for a cellular device reimbursement. A reimbursement may be authorized if at least one of the following two criteria is met:
   1. The job function of the employee requires considerable time outside of their assigned office or work area, and it is important to the University that they are accessible during those times.
   2. The job function of the employee requires them to be accessible outside of scheduled or normal working hours.

iv. The use of a cellular device is not a work requirement for most employees.

v. Employees who are not issued a Rowan University cellular device, and/or are not receiving cellular device reimbursement per this policy, will not be reimbursed for the use of their personal cellular device unless otherwise agreed upon and are expected to make business calls from outside the office.

b. Limited Authorization

i. In certain circumstances, the appropriate area Vice President may authorize a cellular device reimbursement for an employee for a limited period of time.

ii. These authorizations will be considered on a case-by-case basis.

c. Requesting a Personal Cellular Device Reimbursement

i. A cellular device reimbursement may be requested using the Cellular Device Reimbursement Request Form, following the Mobile Device Reimbursement Procedure.

ii. The form must be approved by the Vice President for the area in which they work and forwarded to Administrative Services of the Office of Finance to begin the reimbursement. This must be repeated at the beginning of every fiscal year, with the exception of limited authorizations.

d. Reimbursement Payments

i. Reimbursements are paid on the portion of the cellular device bill attributable directly to the employee’s cellular device only. Appropriate area Vice President is responsible for regularly monitoring approved use of the cellular devices. All appropriate documentation must be included with the Cellular Device Reimbursement Request Form to initiate the reimbursement.

ii. To determine the dollar amount of the cellular device reimbursement for qualified employees the supervisors should use the following device reimbursement price tiers:
1. Tier 1 - $24/month or 30% of cell phone bill attributable to the employee: This reimbursement is for an employee who has light usage of the cellular device for business purposes (less than 450 minutes).
2. Tier 2 - $44/month or 55% of cell phone bill attributable to the employee: This reimbursement is for an employee who has heavy cellular device usage (450 minutes or more) plus extra phone services such as email and calendar integration for their job.
3. Tier 3 - $64/month or 80% of cell phone bill attributable to the employee: This reimbursement is for an employee who is out in the field a significant amount of the time (50% plus). This reimbursement is specifically for cellular device usage and mobile broadband for wireless card/laptops (not internet usage for their phone). Hardware and any additional costs are not the responsibility of Rowan University.
4. Tier 4 - 100% of cell phone bill attributable to the employee: This reimbursement is only for executive management who are required to be available 100% of the time. This reimbursement is specifically for cellular device usage and mobile broadband for wireless card/laptops and internet usage for their phone. Hardware and any additional costs are not the responsibility of Rowan University.

iii. Under no circumstances should the approved monthly reimbursement amount exceed the actual monthly cell charges incurred by an employee.
iv. Reimbursements will begin on the first day of the month after the reimbursement is authorized.
v. The cellular device reimbursement is paid quarterly through accounts payable and is non-taxable.
vi. This reimbursement does not increase the employee’s base salary and will not be included in the calculation of any Rowan University benefits. This reimbursement is subject to all applicable non-taxable items.
 vii. The reimbursement is not an entitlement. The amount can be changed or withdrawn without notice at any time.
 viii. The cellular device service is personally owned by the employee. An employee receiving a cellular device reimbursement must maintain an active cellular device contract with their carrier for the life of the reimbursement.

e. Discontinuance of Reimbursement
   i. If an employee is terminated, resigns, transfers, or is no longer eligible for a cellular device reimbursement, the employee’s supervisor should submit a revised Cellular Device Reimbursement Request Form noting “Discontinue reimbursement as of date of separation” in the business justification section.
   ii. Rowan University data will be wiped once the employee is no longer eligible for the cellular device reimbursement.

f. Cellular Device Use
   i. Employees are encouraged to take appropriate safety precautions when using their cellular telephone. If your job requires that you keep your cellular device turned on while driving, you must use a hands-free device.
   ii. Under no circumstances should employees place calls while operating a motor vehicle while driving on University business and/or during University time.
   iii. In addition, writing, sending, or reading text-based communication—including text messaging, instant messaging, or email—on wireless or cellular devices while driving is a violation of this policy.
   iv. If you must conduct Rowan University business while in your vehicle, then safely pull off the road or do so while parked. Employees are expected to comply with applicable state laws regarding the use of cellular devices.

VI. POLICY COMPLIANCE

1. Violations of this policy may subject the violator to disciplinary actions, up to or including termination of employment or dismissal from school, and may subject the violator to penalties stipulated in applicable state and federal statutes.
2. The university reserves the right to conduct audits and other inquiries to ensure that the policy is followed or where there are concerns relating to adherence. Findings of audits may result in appropriate disciplinary action for violations of policy, including but not limited to cancellation or change of service as well as other employment or academic action.

By Direction of the CIO:

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