Catawba College Mobile Device Request Form
Return Completed Form to Information Technology

Date	
Employee Name	
Job Title	
Department	
Bill-To Account Number	

The standard plan comes with 400 minutes (pooled) and unlimited data and text. If the employee regularly exceeds the standard plan limitation, IT may upgrade the employee to a higher limit plan and bill the difference to the department.

Type of request:

___ New Phone	___ Modify Existing Phone	___ Mobile Hotspot	___ WLAN (3G) Card

Business Purpose (for new phones):

Employee Certification and Signature:
I certify that I have read, understood, and will comply with Catawba College's Mobile Device Policy, as well as the Catawba College Mobile Device Procedures.

Signature and Date

_____

Supervisor Certification and Signature
I certify that the requested mobile device is needed for this employee and that I have read, understood, and will comply with Catawba College's Mobile Device Procedures.

Signature and Date

_____

VP Certification and Signature
I certify that the requested mobile device is needed for this employee and that I have read, understood, and will comply with Catawba College's Mobile Device Procedures.

Signature and Date

_____

Catawba College Mobile Device Procedures

A. Mobile Device Requests

If a supervisor determines that a College employee's job responsibilities require them to carry a mobile device with a carrier-provided service plan for phone and/or data service, the supervisor must complete and submit the *Mobile Device Request Form* to Information Technology (IT) for review and processing. The monthly costs will be charged to the budget specified on the form.

The following criteria are used to determine an employee's need for a College-provided mobile device:
- Safety requirements indicate having a mobile device is essential to fulfilling job responsibilities.
- More than 50% of work is conducted off-campus.
- The employee needs to be available and responsive on a regular basis outside normal work hours.
- Job requirements include critical College-wide decision-making and/or incident response duties.

Supervisors are responsible for an annual review of employee business-related mobile device use to determine if the mobile device plan should be continued, modified, or discontinued. IT will send a reminder to supervisors at the end of each calendar year, requesting confirmation of continuance of the mobile device for each employee.

B. Choosing a Mobile Device and Plan Features

The supervisor and VP, based off of job requirements and needs and budgetary constraints, will determine the appropriate mobile device type and plan from the menu of devices and plans that are offered by the College.

C. Modifying or Discontinuing a Mobile Device

Any modifications to the approved device or plan, or discontinuance of an approved device or plan, are handled using the same form and process as requests for a new mobile device. See point A above.

D. Support for Mobile Devices

IT does not repair mobile hardware nor can IT help with service issues such as a weak or non-existent signal. The employee needs to report these types of issues to the mobile provider and work directly with the provider to get the issue resolved. If the issue requires the purchase of a replacement device or plan adjustment, the employee should notify their supervisor, who needs to make a plan modification request to IT (see point C above).

IT can answer common questions about mobile features and usage, as well as help with connecting the device to the College's network, email, and other technology systems.

E. Departmental Check-Out Devices

There are certain business situations where the College provides a mobile device to a department, rather than an individual. Such devices are not used exclusively by one individual, but are shared by the department as "check-out" devices and are never used for personal use. These departmental devices must be requested and approved through the same process followed for College devices issued to individual employees. The College reserves the right to cancel any departmental check-out mobile device if personal use is evident.

F. Reimbursement for Business Use of Personal Mobile Devices

Infrequent or moderate use of a mobile device for College business is considered normal and will not be reimbursed. If an employee is not eligible for a College-provided mobile device, he/she may request reimbursement only to the extent that additional expenses were incurred. The individual should make personal payment to the provider, and then submit a request for reimbursement to the Business Office, along with a copy of the mobile bill. Business calls while on campus should be made from traditional landline phones.