

# IT Department Policies and Procedures Manual

Employees at The University of Texas at Arlington are expected to be aware of and comply with applicable provisions of the rules and regulations included in the University's Policies and Procedures, the Regents' Rules and Regulations, and the Systemwide Policies. These documents, along with several others used as reference material, are included in the University Policies and Procedures website.

Topics listed below are intended to help departmental employees understand how certain issues are handled within their department and to provide the location of the topic in the document(s) mentioned above.

- I. Mission Statement (from Department's Unit Effectiveness Plan)
- II. Departmental Organization Chart
- III. Department's Physical Address; Mailing Address; Telephone Numbers
- IV. Dealing with Emergencies (Employee contacts and building emergency procedures)
- V. Telephones and Electronic Mail
  - A. According to ETHICS and The University of Texas at Arlington A Brief Practical Guide, state law requires that UT Arlington's telephones and e-mail be used for institutional purposes. Incidental use for local personal calls or messages not interfering with work responsibility, however, is not considered a misapplication of state resources. Personal long distance telephone calls should not be charged to the institution and must be reimbursed by the employee if charged inadvertently. UTA telephone logs, records, and e-mail are public property and may be subject to open information requests.

Reimbursement for inadvertent personal long distance calls should include the cost of the call
  - B. Explain the reimbursement process in your department. For example, identify the employee who will receive the reimbursement and the number of days that employees have to reimburse the University for inadvertent long distance telephone calls.

Director will make a copy of the Report that will be attached to the.
- VI. Unauthorized Software

# **IT Department Policies and Procedures Manual**

- A. Handbook of Operating Procedures, Subchapter 5-200, Unauthorized Copying of Computer Software
- VII. Use of Log-on IDs and Passwords
  - A. According to the Information Resources Acceptable Use Policy, “every UTA computer/network account, password, any personal identification number (PIN), digital certificate, security token (i.e. Smartcard), or any other similar information or device used for identification and authorization purposes must not be shared. Each user of UTA resources is responsible for all activities conducted using his or her account(s).”
- VIII. Purchasing
  - A. Procedures, Section 4, Procurement Services
  - B. Describe in writing how Purchasing is handled within your department.
- IX. Procurement Card
  - A. Procedure 4-11, Purchasing Card (ProCard) Program
  - B. Describe in writing how Procurement Cards are handled within your department.
- X. Cash/Check Receipts
  - A. Procedures, Section 2-6, Endowment Funds; Section 2-8, Gifts to the University; Section 2-14, Cash Handling; Section 2-15, Check Handling Procedures; Section 2-16, Assessment, Collection, and Depositing Sales Tax
  - B. Describe in writing how Cash/Check Receipts are handled within your department.

# **IT Department Policies and Procedures Manual**

## **XI. Gifts/Endowments**

- A. Procedure 2-6, Endowment Establishment and Management; and Procedure 2-8, Gifts to the University
- B. Describe in writing how Gifts/Endowments are handled within your department. For example which employee monitors how funds are expended and ensures that expenditures are in accordance with the endowment document.

## **XII. Working Funds**

- A. Procedure 2-7, Working Fund
- B. Describe in writing how the Working Fund is handled in your department. For example, identify the fund custodian and the procedures for accounting for the fund.

## **XIII. Travel**

- A. Procedures 2-80 through 2-90

If additional assistance is needed, please contact the Travel Desk at extension 2-2194.

For information on processing VE5 and VE6 documents on-line, please contact DEFINE Training at extension 2138 or attend the monthly class.

- B. Describe in writing how Travel is handled within your department.

## **XIV. Non-travel Reimbursements**

- A. Procedure 2-75, Allowable Expenditures Does Not Apply to State Accounts

If additional assistance is needed, please contact Accounting Services at extension 2194.

- B. Describe in writing how Non-travel Reimbursements are handled in your department.

# **IT Department Policies and Procedures Manual**

## **XV. Authorization for Professional Services**

- A. Procedure 1-19, Payments for Professional Services
- B. Describe in writing the process for handling payment for Professional Services in your department.

## **XVI. Account Reconciliation Procedures**

- A. Procedure 2-3, Statement of Accounts

The procedures for reconciling departmental accounts are included in the DEFINE Training packet entitled "Reading the Statement of Account and Account Reconciliation."

If additional assistance is needed, please contact DEFINE Training at extension 2-2138 or attend the monthly class.

- B. Describe in writing how Account Reconciliations are handled in your department.

## **XVII. Physical Inventory**

- A. Procedures 2-43 through 2-47, Asset Management
- B. Describe in writing how assets are handled in your department during the year. For example, which employee is responsible for taking the annual inventory, how are movements of assets tracked during the year, and what are the procedures for tracking non-capitalized equipment.

## **XVIII. Mail**

- A. Procedure 11-2, Mail Service
- B. Describe in writing how the mail is handled in your department.

# **IT Department Policies and Procedures Manual**

## **XIX. Long Distance Authorization Codes**

### **A. Procedure 12-2, Long Distance Calling**

All requests for a long distance authorization code are to come from the department head.

The department should contact Telecommunications Services (extension 2-5011) in the event that a long distance authorization code card is lost or stolen so that it can be cancelled. Additionally, to cancel a long distance authorization code card, a written request must be submitted to Telecommunications Services.

### **B. Describe in writing the procedure for requesting and canceling a long distance authorization code in your department.**

## **XX. Vacation/Sick Leave Policies**

### **A. Procedure 3-9, Vacation Leave Policies; and Procedure 3-10, Sick Leave Policies**

For assistance with the ETM module in DEFINE which is used to record an employee's leave time taken, contact DEFINE Training at extension 2138 or attend the monthly class.

### **B. Describe in writing the procedures for requesting vacation/sick leave in your department. Additionally, describe the procedure utilized by all employees in the department for reporting on a monthly basis any vacation/sick leave taken.**

Identify the employee responsible for preparing the Monthly Report of Vacation and Sick Leave in the DEFINE ETM module.

## **XXI. Payroll/Time Cards**

### **A. Procedures, Section 1 contains UTA's payroll policies**

#### **Procedure 3-7, Time Reports**

For additional information regarding Payroll and the completion of time cards, please contact the Office of Payroll Services at extension 2-5426.

# **IT Department Policies and Procedures Manual**

For additional information regarding the completion of the electronic payroll document, please contact DEFINE Training at extension 2-2138.

- B. Describe in writing how employee timecards are handled in your department. For example, which employee approves timecards and where the timecards are filed. If your department has hourly employees, please explain how the hourly payroll process is handled. For example, which employee prepares and approves the electronic document in DEFINE.

## **XXII. Compensatory Time**

- A. Procedure 3-64, Overtime
- B. Describe in writing the procedures for approving, recording and using compensatory time in your department.

## **XXIII. Copier Use**

- A. The copy machine can be used at anytime for official university business. No personal copies are permitted.

## **XXIV. Performance Evaluations**

- A. Procedure 3-25 Performance Management Review

# IT Department

## Policies and Procedures Manual

### XXV. Family Rights and Privacy Act of 1974

- A. FERPA, the Family Educational Rights and Privacy Act of 1974, is a federal law that pertains to the release of and access to student educational records. The law, also known as the Buckley Amendment, applies to all schools that receive funds under an applicable program of the US Department of Education. The University of Texas at Arlington has established a policy relating to the accessibility of student information in the custody of UT Arlington. Go to the Student Educational Records Policy in the Academic Regulations section of the UTA Catalogs:

Undergraduate – [www.uta.edu/catalog/general/academicreg](http://www.uta.edu/catalog/general/academicreg)

Graduate – [www.uta.edu/gradcatalog/general\\_info#serp](http://www.uta.edu/gradcatalog/general_info#serp)

At UT Arlington, FERPA rights apply to a student; a student is a person who is, or has been, in attendance at the institution, regardless of the person's age. Under FERPA, a student has a right to

- Inspect and review his or her educational records
- Request to amend his or her educational records
- Have some control over the disclosure of information from his or her educational records

FERPA applies to personally identifiable information in educational records which includes directory-information items, such as the student's name, address (home and campus), telephone (home and campus), date and place of birth, major, participation in recognized activities and sports, height and weight and athletes, dates of attendance, degrees and awards received, and the most recent previous educational institution attended. The directory information made available by UT Arlington is:

- Name
- Address
- Telephone
- Date of Birth
- Major
- Participation in recognized activities and sports
- Height and weight of athletes
- Dates of Attendance
- Degrees and awards received
- Most recent previous educational institution attended

FERPA also authorizes disclosure of this information without the student's consent under certain circumstances. Directory information

# **IT Department Policies and Procedures Manual**

will be provided to the public upon request unless the student files a request with the Office of Admissions, Records and Registration asking to be excluded from the directory or from any other requests for open directory information from outside entities. A student may update access to their information by coming to the Office of Admissions, Records and Registration (Room 129 Davis Hall) and filing a request to be excluded from the directory or from any other requests for open directory information. This request should be submitted during the first twelve class days of any semester, the first four class days of any summer term, or the first day of class for an intersession term. A request to withhold information may be submitted after the stated deadline for a term, but information may be released between the deadline and receipt of the request. A request to access information will remain in effect until revoked by the student.

According to FERPA, some non-directory student records may not be released without prior written consent from the student. A record means any information recorded in any way, including but not limited to handwriting, print, tape, film, microfilm, microfiche, and digital image. Educational records are all records that contain information that is directly related to a student and that are maintained by an educational agency or institution or by a party acting on its behalf. Educational records do not include the following:

- Sole possession records (those records kept in the sole possession of the maker which are used only as a personal memory aid and are not accessible or reviewed by any other person except a temporary substitute for the maker of the record).
- Medical or psychological treatment records that include but are not limited to records maintained by physicians, psychiatrists, and psychologists.
- Employment records, provided that employment is not contingent upon being a student.
- Law enforcement records.
- Records collected about an individual after the individual is no longer a student at UT Arlington.

The University of Texas at Arlington will disclose information from a student's education record without the written consent of the student to appropriate University administrators, faculty members, or staff members who require access to educational records in order to perform their legitimate educational duties; officials of other schools in which the student seeks or intends to enroll; and in connection with a student's application for, or receipt of, financial aid.



# **IT Department Policies and Procedures Manual**

Under FERPA, students have a right to see, inspect and request changes to their educational records. Upon written request, the University shall provide a student access to his or her educational records except for financial records of the student's parents or guardian; and confidential letters of recommendation where the student has signed a waiver of right of access. If the records contain information on more than one student, the requesting student may inspect, review, or be informed on only the specific information about his or her own records. A student may obtain copies of his or her educational records at a cost of ten cents per page and an official transcript of academic record for seven dollars.

Educational records covered by FERPA normally will be made available within forty-five days of the request. The contents of a student's educational records may be challenged by the student on the grounds that they are inaccurate, misleading, or otherwise in violation of the privacy rights of the student by submitting a written statement to the custodian of records. The Vice President for Business Affairs and Controller is the official custodian of records at the University.

It is the policy of UT Arlington that it will maintain the FERPA disclosure code in effect at the time of student's last term of enrollment for former students. Furthermore, the university will honor a request from a former student, not re-enrolled, to add or delete a non-disclosure request.

FERPA rights cease upon death. However, it is the policy of UT Arlington that no records of deceased students be released for a period of 25 years after the date of the student's death; unless specifically authorized by the executor of the deceased's estate or by next of kin. The University notified students annually of their FERPA rights through online undergraduate and graduate catalogs and by annual email notification. If students believe that their FERPA rights have been violated, they may contact the Family Policy Compliance Office at the Department of Education, 400 Maryland Ave. SW, Washington DC 2002-4605.

Direct general questions or comments to the Office of Admissions, Records and Registration, UT Arlington Box 19088, Arlington, TX 76019; attention Shannon Williams, Associate Registrar, (817) 272-6105;