

PALO ALTO COLLEGE
COLLEGE PROCEDURE

Procedure Number: F 7.0
Procedure Title: Employee Technology Lending and Return
Relevant Board Policy/SACSCOC Policy:
[C.2.7 \(Policy\) Equipment/Property Management](#)
[C.1.9 \(Policy\) Appropriate Use of Information Technology Resources](#)
Originating Unit: Information Technology Services
Unit: Vice President of College Services

- I. Purpose: The purpose of this procedure is to ensure Information Technology Services resources provided for checkout remain in compliance with operational standards and are available to the employees in support of the Palo Alto College (PAC) mission.
- II. Procedure Statement: The Palo Alto College Information Technology Services (ITS) maintains an inventory of checkout equipment located in the ITS office, available to employees at Palo Alto College. The primary purpose of equipment checkout is to provide additional access to technology resources to better complete job related tasks.

A. ITS Employee Checkout Guidelines:

1. Employees requesting checkout equipment must be currently employed at PAC.
2. Equipment is available on a first-come, first-served basis.
3. Equipment may be reserved one week in advance, if available.
4. The maximum length of time an item may be checked out is 1 year.
5. Equipment is to be returned by the scheduled return time.
6. Request for checkout renewal must be completed onsite within the existing checkout period and is dependent on equipment availability.
7. Employees may request to be put on a waitlist if equipment is not currently available for checkout.
8. All checkout equipment requires approval from the employee's supervisor.
9. All equipment checkout requests longer than one business day are required to be transferred and accepted into the borrower's department inventory.
10. All check out equipment must immediately be returned upon separation from PAC.
11. Failure to adhere to this procedure or the agreements signed at the time of checkout, may result in the loss of checkout privilege, pursuance of financial obligation, and police reports being filed.

B. Checkout out process:

1. Current PAC employees who are requesting to checkout equipment must receive approval from their supervisor and have the department administrative assistant submit a request through the ITS ticketing system.
2. PAC ITS will prepare all required documents, to include [Alamo Colleges Loaned Property Request Form](#), [PAC ITS On Campus Equipment Checkout Form](#), or [ITS Equipment Loan Agreement](#) for checkout and attach them to the request submitted and request signatures by the employee's supervisor.
3. Employees must provide valid photo identification which includes, without limitation, College employee ID, current Driver's License, State ID, Military ID, handgun license, etc. when picking up equipment from ITS.
4. A copy of all paperwork signed is given to the employee and the original is filed for College records.

C. Return Process:

1. Employee must return checkout equipment by the assigned due date.
2. PAC ITS inspects all equipment for any damages, or inappropriate use outlined in [Board Procedure Appropriate Use of Information Technology Resources Procedure C.1.9.1](#).
3. PAC ITS updates all documentation, notifies the employee of any issues, and both parties sign for the acceptance of equipment back to the College.
4. A copy of the updated document is given to the employee and the original is filed for College records.
5. If an employee fails to return checked out equipment by the assigned due date, ITS will start the recovery process.

D. Recovery Process:

1. As outlined in the ITS Equipment Loan Form, a police report will be filed for loaned equipment more than five business days past due, unless reported as lost or stolen by the borrower within five business days after the assigned due date.
2. Employee's supervisor will be notified when equipment is past due.
3. ITS will adhere to the following process to recover College property.
 - a. 1st day late – An attempt will be made to reach the employee by phone and email using the contact information provided to notify the employee that the checked out item is one day past due; if not returned within four additional business days, a police report will be filed.
 - b. 2nd day late – A second attempt will be made to reach the employee by phone and email using the contact information provided to notify the employee that the checked out item is two days past due; if not returned within three additional business days, a police report will be filed.
 - c. 3rd day late – A third attempt will be made to reach the employee by phone and email using the contact information provided to notify the employee that the checked out item is now three days past due; if not returned within two additional business days, a police report

will be filed.

- d. 4th day late – A fourth attempt will be made to reach the employee by phone and email using the contact information provided to notify the employee that the checked out item is now four days past due; if not returned by the end of the next business day, a police report will be filed.
- e. 5th day late – A fifth and final attempt will be made to reach the employee by phone and email using the contact information provided to notify the employee that the checked out item is now five days past due; if not returned by the end of the business day, a police report will be filed.
- f. 6th day late – Palo Alto College ITS attempts to contact the employee by phone and email using the contact information provided to notify the employee that a police report has been filed.

E. Checkout Agreement Violations:

1. Continued failure to adhere to this procedure or the agreements signed will result in the following progressive disciplinary action steps.
 - a. Step 1/1st Infraction – Written warning will be given to the employee detailing the actions taken for additional infractions.
 - b. Step 2/2nd Infraction – A second written warning will be given to the employee detailing the actions taken for additional infractions.
 - c. Step 3/3rd Infraction – Written notice that checkout privileges have been suspended for one term.
 - d. Step 4/4th Infraction – Written notice that checkout privileges have been suspended for one year.
 - e. Step 5/5th Infraction – Written notice that checkout privileges have been permanently revoked.
2. Any inappropriate use will result in a report being filed with the Employee Conduct Officer for failure to adhere to [Board Procedure Appropriate Use of Information Technology Resources Procedure C.1.9.1](#); disciplinary action Step 3 will immediately be applied.
3. If a police report is filed by the ITS department for theft of College property; disciplinary action Step 5 will immediately be applied.
4. Any checkout equipment that has been damaged, lost, or stolen while in the possession of the employee must be reported to the police department and a copy of the police report will be kept for records. Checkout privileges will be suspended until the employee financial obligation for repair or replacement is cleared.

F. Repair and Replacement Process:

1. If it has been determined that a device has been damaged, lost, or stolen while in the possession of an employee, the employee will be held accountable for repairs or replacement.
2. Employees must pay back all costs associated with the checkout equipment to include all hardware, software, and peripherals.
 - a. ITS will file a police report to document all damages to loaned

- equipment.
- b. ITS will request a quote for the repair through their current vendor and will provide a copy to the employee.
 - c. For lost or stolen devices, ITS will provide the employee with the amount of the original purchase price for checked out equipment.
 - d. Once ITS has a police report on file and the employee acknowledges the amount to repair or replace the checkout equipment, ITS will work with the employee and their department supervisor to arrange payment.
 - e. The employee must provide a copy of the payment receipt to ITS to clear the employee of any financial obligation regarding the checkout equipment.
 - f. Once all financial obligations have been cleared, checkout privileges will be reinstated unless other restrictions have been imposed.

G. Checkout Violation Appeals:

1. An employee may appeal disciplinary actions steps taken against them by submitting in writing the request for appeal to the Director of Information Technology Services.
2. An employee who requests to be in attendance for the appeal will be notified by the Director of Information Technology Services the date, time, and location of the appeal meeting.
3. All appeals will be presented to the PAC Technology Council for their review of all supporting documents; a decision will be made and the employee will be notified within five business days of the findings and outcome.

H. Special Circumstances:

1. Special requests or accommodations to this procedure may be approved by the Vice President of College Services.
2. All requests for special circumstances to be taken into consideration must be submitted in writing to the Director of Information Technology Services.
3. The Director of Information Technology Services will discuss all special circumstance requests with the Vice President of College Services and a decision will be made.
4. Employees will be notified in writing of the decision on their request within five business days of the request receipt.

Attachments:

Alamo Colleges Loaned Property Request Form
PAC ITS On Campus Equipment Checkout Form
ITS Equipment Loan Agreement

Date Created: December 14, 2010

Date Updated/ Approved: May 5, 2020

Approved:

(signed: Katherine Doss)

Interim Vice President of College Services

(signed: Dr. Robert Garza)

President