

401.27 – Employee Use of Communication Devices

Purpose:

To support effective and secure communication across the agency and ensure best practices related to confidentiality, data retention, and legal compliance.

Use of Cell Phones and Other Communication Devices

Employees may use communication devices to support the effective operation of the Agency and ensure the safety of staff, students, and property during agency-sponsored activities or while on agency or school district property.

Employees must use communication devices in a manner that does not disrupt instruction, the workday, or agency-sponsored meetings, trainings, or events, unless a personal health or safety reason requires it.

Zoom Phone Communication Expectations

To promote consistency, safeguard privacy, and support compliance with state and federal requirements—including those related to student confidentiality and legal records retention—all employees assigned a Zoom Phone are expected to use their designated Zoom Phone accounts for all agency-related communications.

Zoom Phone captures call metadata, recordings, voicemails, SMS messages, user and device information, and supports secure communication across personal and agency-issued devices, while enabling analytics, administration, and compliance. It is the preferred method for all work-related calls, especially those that involve confidential information (e.g., IEP discussions, family contacts, student services coordination).

Use of personal cell phones or personal texting apps for work-related communication—particularly involving students or families—should be avoided unless:

- There is an emergency, or
- Prior supervisor approval has been obtained.

The shift from personal cell phones to the use of Zoom phones reflects best practices related to FERPA, IDEA, and other legal expectations and ensures that work-related communication can be retained, retrieved, and audited if necessary.

Adopted: 1/5/2011
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