

DEPARTMENTAL POLICY AND PROCEDURE

TITLE: Delgado Mobile Application

EFFECTIVE DATE: July 13, 2020 (Procedural Update)

CANCELLATION: SA-006 (Original Policy: 6/4/2020)

DIVISION: Student Affairs

CATEGORY: Student Life

RESPONSIBLE DEPARTMENTS: Office of Student Life/Office of Information Technology/Academic Affairs/Office of Enrollment Management

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

To establish guidelines for appropriate administration, use, and monitoring of the Delgado mobile application.

2. **Scope and Authority**

This policy applies to all administrators and users of the mobile application who are authorized by the College to monitor, update, maintain, and participate in the Delgado mobile application.

3. **Description and Responsibility**

The use of the mobile application is considered an important medium to provide general academic, student services, and financial aid information; to promote College-sponsored events and opportunities; to share College-related messages and make announcements; to offer health and wellness resources; and to make social connections.

The intent of this policy is: 1) to describe expectations for mobile application administrators and users; 2) to ensure proper protocols are followed pertaining to the mobile application; and 3) to ensure messages are consistent with Louisiana Board of Regents (Regents), Louisiana Community and Technical College System (LCTCS), and Delgado policies, as well as federal and state laws and regulations.

The department(s) responsible for the content, applications and functions within the mobile application are responsible for ensuring the information and procedures are handled in accordance with established mobile application guidelines and procedures as outlined in this policy.

4. **Mobile Application Guidelines**

Participation in and/or administration of the mobile is permitted provided the administrator or user complies with the following requirements:

- A. Participation in and administration of the mobile application is limited to only current Delgado faculty, staff, and students.
- B. Users of the mobile application are required to receive emergency alert push notifications that may be sent under certain circumstances when deemed necessary by the College administrator responsible for the respective emergency alert notification.
- C. The content of any and all messages permitted within the mobile application must adhere to federal and state laws and regulations, Regents, LCTCS, and Delgado policies, including but not limited to the following: [Discrimination](#) policy, [Campus Sexual Misconduct](#) policy, [Student Judicial Code](#), and the employee [Code of Conduct](#) policy.
- D. Only current Delgado students are authorized to send and reply to messages in the student feed, with the exception of the appropriate department responsible for the particular information posted in the student feed. Replies sent by individual employees of the College are not permitted, but rather must be sent as a departmental reply by the appropriate department (e.g., Office of Student Life). Any student or departmental post containing unintentional misinformation relating to Delgado will be removed by the College as deemed necessary for accuracy.
- E. Any user experiencing a physical or mental/emotional health emergency is recommended to call 9-1-1 or 2-1-1 respectively, or visit the nearest emergency room at the local hospital.
- F. Violations of this policy constitute grounds for removal of the material by the College, which reserves the right to refer the individual for appropriate disciplinary action.
- G. Student violations are subject to disciplinary action in accordance with the procedures set forth in the [Student Judicial Code](#) and the [Student Organizations](#) policy. Employee violations are subject to the College's [disciplinary procedures](#).

Review Process: Mobile Application Policy Ad Hoc Committee 6/2/2020
Director of Enrollment Management 6/2/2020
Director of Communications and Marketing 6/2/2020
Assistant Vice Chancellor/Chief Information Officer 6/2/2020
Vice Chancellor for Academic Affairs 6/3/2020

Approval: Vice Chancellor for Student Affairs 6/4/2020
Procedural Update Vice Chancellor for Student Affairs Approval 7/13/2020