

# OPERATIONS MANUAL

*Of*

## The Bowie State University Telecommuting Center



Thurgood Marshall Library  
Lower Level Entranceway  
14000 Jericho Park Road  
Bowie, Maryland 20715  
301-860-4913; 301-352-4513 (Fax)  
[www.bowiestate.edu/bsutelework](http://www.bowiestate.edu/bsutelework)  
E-mail: [BSUTelework@bowiestate.edu](mailto:BSUTelework@bowiestate.edu)

BSU CAMPUS POLICE EMERGENCY: 301-860-4040  
BSU Parking Office: 301-860-4050  
BSU Gold Room Menu 301-860-3802  
Campus Main Number (Switchboard): 301-860-4000

*In Partnership with*

**The U.S. General Services Administration**

## **Welcome to the Bowie State University Telecommuting Center!**

The Bowie State University Telecommuting Center was developed as a part of the U.S. General Services Administration's Interagency Telecommuting Pilot Project, and opened its doors in 1998. The Center provides professional and technologically advanced workstations and offers a broad range of communication services. Utilizing the latest technology in a professional office setting, the Telecommuting Center promotes teleworking via telecommunications, computing, and high speed Internet accessibility. The Center, funded by the United States General Services Administration, enhances significantly the quality and accessibility to information resources, computing and communication technologies for federal and private sector employees in the surrounding community.

We are committed to making your experience as a teleworker a productive, cost-effective and beneficial way of working for you and your organization or agency. This Operations Manual has been prepared to give you an overview of Center operations and to respond to any questions you or your agency may have about the Center. I *welcome* your questions, concerns and/or suggestions. Please let me know how I can assist you in your use of the Center, and in creating a positive working environment.

Mi'Shaun Stevenson  
BSU Telework Center

*Bowie State University does and shall not discriminate against any individual on the basis of race, color, religion, age, ancestry or national origin, sex, sexual orientation, disability, marital status or veteran status. All policies, programs, and activities of Bowie State University and Community Integrated Systems are and shall be in conformity with all pertinent Federal and state laws of nondiscrimination including, but not limited to: Title VII of the Civil Rights Act of 1964, as amended, Title IX of the Education Amendments of 1972, the Equal Pay Act of 1963, the Age Discrimination Act, the Americans with Disabilities Act of 1990, Federal Executive Order No. 11375, and Article 49B of the Annotated Code of Maryland. This commitment applies in all areas of the University.*

# Bowie State University Telecommuting Center

## OPERATIONS MANUAL

### **I. Center Location/Directions**

The Bowie State University Telecommuting Center is located in the Thurgood Marshall Library, Lower Level, Room 082, on the 337-acre campus of Bowie State University, in Prince George's County, Maryland. The University is twenty miles west of Annapolis, twenty-five miles south of Baltimore, and twenty-six miles north of Washington, D. C. The University is easily reached by public transportation including a Baltimore-Washington Commuter Train Station located on the campus. Directions to Bowie State University are as follows:

#### ***From Points North: Baltimore***

I-295 South B/W Parkway to Route 197 Laurel-Bowie Exit; left on 197 South to Bowie. Follow the signs to the campus.

#### ***From Points South: Virginia***

VA/Woodrow Wilson Bridge Capital Beltway I-495 North to B/W Parkway I-295 North to Route 197 South to Bowie. Follow the signs to campus.

#### ***From Washington, D. C.***

New York Avenue East to B/W Parkway I-295 North to Route 197 Laurel-Bowie Exit; right on Route 197 South to Bowie. Follow the signs to campus.

#### ***From Points East: Annapolis***

Route 50 West from Washington, D. C. to Route 197 North Collington Road. Follow the signs to campus.

#### ***From Points South: Waldorf***

Route 301 North to Route 450 West to Route 197 North. Follow the signs to campus.

At the four-way stop sign facing the main entrance to the campus, make a right onto Jericho Park Road. Make the second left (Loop Road) entering the campus through its back entrance. Proceed and make a left at the first (gate) intersection. The Maintenance Building will be on the right.

Continue further and park in the lot to the left adjacent to the Crawford Science Building (Back). Walk to the front of the Crawford Science Building. The Lower Level entrance to the Library is located in the front of the Crawford Science Building. Upon entering the building, go straight and make first left. The Telecommuting Center is located in Room 082.

## **II. Access to the Center**

Access to the Center is provided through the use of electronic security cards assigned by the Center. If a security card is lost, the Center Director should be notified immediately to deactivate the lost card and assign a replacement card. Telecommuters will be asked to complete an Access Card Receipt Form. Cards may not be transferred.

The Center is available for use 24 hours a day. If access is desired at a time when the University and/or the Thurgood Marshall Library is closed, Campus Safety Officers will provide entrance to the lower level of the Library

## **III. Workstations**

The University provides a smoke-free, drug-free physical work environment that is conducive to both private work and work with partners or groups. All facilities are accessible by the physically challenged, and all furniture is ergonomically designed. Each workstation provides access to agency office networks, state-of-the-art Pentium computers, advanced software, digital phone system and capability for networked printing. Facsimile and copier capability is also available at the Center. Workstations are scheduled on a first-come first-served basis in a manner that provides optimal utilization of the Center. Workstations may be utilized by more than one person, except in cases where a particular user is assigned to a Center five days a week. Telecommuters will be assigned a filing cabinet with a lock and key device for their use. Users who are at the Center less frequently than five days a week are encouraged to keep their work materials, office supplies, and other possessions in the rolling locked file cabinet. Users who wish to utilize the Center on days other than their regularly scheduled days are welcome to do so on a space-available pre-approved basis. The Center is not responsible for any materials or items left in the workstation, and we do ask that workstations remain orderly.

Your multi-function task chair can be adjusted to better fit your own personal work style and to make your work time more comfortable and productive. The following adjustments may be implemented in the order suggested:

***First:*** Adjust the height of the chair so that your back is pressed into the chair back and both feet are flat on the floor. Do this by sitting in the chair, then while lifting slightly out of the seat lift the handle on the right underside of the seat. The gas lift will raise the seat to meet your body.

***Second:*** Adjust the tilt-tension so that the chair gives comfortable resistance when tilting back. While seated, reach under the front-center of the seat and turn the knob counter-clockwise to tighten or clockwise to loosen. You may also lock the chair in the upright position by pushing the lever located on the left underside of the seat forward. Push back on

the lever to release the tilt-lock and put the chair in “free-tilt” mode.

**Third:** For keyboard work, it is sometimes more comfortable to sit forward in the chair. This allows the chair back to continue to support you while the chair is actually tilting you slightly forward. While seated, place hand under right seat edge and slide the lever forward to activate the forward-tilt mechanism, then recline slightly to activate. To return the chair to its normal upright position, slide the lever back to the rear and recline slightly.

**Fourth:** Adjust the back height so that the molded back cushion fits against your back comfortably. While seated, place your hands under the base of the back and lift to raise the back notch by notch. The back height adjusts 7 notches upward for a total of 3” of adjustability. At the highest point, the back returns to its lowest position.

**Fifth:** Adjust the angle of the chair back by pressing the lever located on the right side of the back cushion outward. There are six back angle positions available.

#### **IV. Telephone Access**

Each workstation has a phone with a dedicated phone line and unique number, which is displayed on the telephone. Instructions for initializing your dedicated line are found in the Verizon brochures received from the Center Staff. Center users may receive calls from their co-workers, clients, and supervisors at their workstations. Long distance service is provided via calling cards provided to telecommuters by their employing organization or agency. Telecommuters are assigned a voice mailbox for retrieving messages on or off campus.

#### **V. Computer Resources**

Microsoft Office Suite is available to all users. Additional software may be installed with prior approval and coordination from technical support staff provided that the installation is approved under the software’s license restrictions. Telecommuters are expected to assure that the licensing of Software is validated with their agency. Please coordinate all software and hardware installations and modifications, however minor, with the Center Staff. Storing data files on the hard drive of the PC is discouraged, as those files may be accessible by other individuals utilizing that particular PC. All telecommuters have Internet capability. Each telecommuter is responsible for providing the communications software necessary for connectivity to their agency or organization. The Center provides dial-out capability and modems for users needing to access e-mail, files, and applications at their agency or organization. Technical support staff is available at the Center to serve as a liaison with the user’s technical support personnel at their agency/organization. In some cases, however, technical support from the agency or organization may be *required* to complete connectivity.

#### **VI. Use of Computer and Network Resources**

Personal computers (PC’s) utilized by telecommuters are to be used for business purposes only and may not be used for personal gain or for any purpose detrimental to the Center’s interests. Computer services shall be used in a responsible and courteous manner at all

times. To protect the security and integrity of the Center's network, the following shall be considered *violations* of the ethical use of the computer:

- Use another person's user id, password, files, or data
- Attempt to decode passwords or access control information
- Install games and non-business related software in the Center's PC and/or network
- Attempt circumvention of BSU Area Network security measures
- Engage in any activity that might be harmful to BSU computer systems or networks, such as creating or spreading viruses intentionally
- Use BSU computer systems for commercial purposes such as using electronic messaging to circulate advertising for products
- Make, operate, save, or transmit illegal copyrighted software
- Alter or copy software licenses to BSU without authorization
- Use offensive words to name files, in the text of mail messages, or on screen saver messages
- View, download, transfer, or store graphical images and/or literature that is pornographic in nature
- Any action which would intentionally jeopardize the availability or integrity of the system

Violations or suspected violators of computer security measures or controls must be reported immediately to the Center Director.

## **VII. Diversity**

Acts of destruction or violence which are racially, ethnically, religiously, and/or otherwise motivated against a person or property of others and which infringe on the rights and freedom of others will not be tolerated.

## **VIII. Drug Free Workplace Policy**

Bowie State is committed to a policy of maintaining a drug-free workplace. The unlawful use, possession, or distribution of controlled substances and alcohol in the workplace is prohibited under BSU policy.

Any individual who violates this policy by being involved in the unlawful manufacture, distribution, dispensation, possession, or use of controlled substances or alcohol in the workplace, or otherwise

on University property, will be subject to legal penalties under federal and state law.

## **IX. Smoking Policy**

Bowie State University is dedicated to providing a healthy, comfortable, and productive work environment. Smoking is prohibited in all University buildings.

## **X. Meeting Space**

A conference room comfortably seating eight (8) is available in the Telecommuting Center for registered users of the Center. Center clients are encouraged to make use of this amenity whenever the need arises. Please schedule the use of the Conference Room with the Center Staff to avoid scheduling conflicts with other users.

## **XI. Copy and Fax Machines**

A copy machine and a plain paper fax machine for both incoming and outgoing materials are available to Center users. Extensive copying should be done at the user's organization or agency. The Fax Number at the Center is 301- 352-4513. Please complete the Fax Log when faxing items from the Center.

## **XII. Office Supplies**

Office supplies are the responsibility of the employing agency or organization. Paper will be supplied for use with the copier and fax machine. Personal office supplies may be locked in the rolling filing cabinet supplied to each telecommuter or in the overhead cabinet located in each workstation.

## **XIII. Amenities**

A coffeepot, microwave and refrigerator are provided for the telecommuter's use. Please be certain to turn the coffeepot *off* when finished. No additional electrical appliances may be used in the refreshment area. The last person in the Center should turn off all lights and, as a courtesy, be certain the coffeepot has been turned off. Please assist in keeping this area neat and clean. Telecommuters are invited to use the University's dining facilities including the faculty/staff Dining Room (Gold room) and snack grill both located adjacent to the Library in the J. Alexander Wiseman Center. The Snack Grill and Gold room offer informal dining on the premises or food to go. Visitors to the Gold room will find a salad bar and several hot entrees. We do ask that you *not* eat in your workstation. Telecommuters are also welcomed to visit the University's library, bookstore, track and athletic facilities, and other public amenities offered by the University.

## **XIV. Parking**

Telecommuters who operate vehicles on the campus must display University parking stickers. Free

parking is provided for telecommuters in designated areas on campus. Each parking area contains clearly marked, accessible parking places designated for the handicapped. Only those vehicles with appropriate Motor Vehicle Administration tags may park in these places. Unauthorized vehicles parked in specially marked and reserved areas are subject to ticketing and/or towing. Motor vehicles on the University campus are subject to the Transportation Articles of the Annotated Code of Maryland; campus security personnel will issue State Uniform Citations for parking and moving violations.

Telecommuters are asked to complete a BSU Application for Motor Vehicle Parking Permit and register their car with the Campus Safety Office. The Center will provide renewal forms for completion, as needed, and a copy of the University's Parking Rules and Regulations. Each telecommuter is advised to read and follow the rules and regulations for parking on campus. Any person who ceases to meet the requirements for the parking permit issued must return the permit to the Center Director.

## **XV. Environment and Courtesy**

The Center is an open, shared environment. Therefore, it is necessary to maintain a relatively quiet work environment that will enable all to accomplish their work goals while at the Center.

The University is committed to providing a worksite that presents a "user friendly" atmosphere. So that the worksite maintains a professional yet pleasant atmosphere, we ask that you be courteous of your neighbors at all times. Please do not play radios or CD players unless headphones are used. No electrical appliances, fans, heaters, or like items may be used in workstations. Personal items should not be left at workstations. Further, while we invite guests to make short visits to the Center, children may not remain at the Center for extended periods.

## **XVI. Emergency Information**

In the event of an emergency, please notify the Center Director immediately or contact the Office of Campus Safety at (301) 860-4040.

Telecommuters may listen for closing or delayed school opening announcements as a guide to making decisions about traveling but should check with their employing agency regarding their emergency closing policy. Telecommuters will be notified in advance of all **scheduled** closings due to holidays, building maintenance, etc. In the event of inclement weather and/or other emergency situation, notification of school closings may be heard on the local Baltimore and Washington Television Channels, radio stations and the campus switchboard, 301-860-4000. No administrative staff will be available if the University is officially closed.

### **Campus Numbers:**

Main Switchboard: 301-860-4000

Campus Safety Office: 301-860-4040

Parking: 301-860-4050

Telecommuting Center: 301-860-4913

Gold Room Menu Line: 301-860-3802