

July 29, 2009

<b>DIRECTIVE:</b> <b>JOB CORPS PROGRAM INSTRUCTION NO. 09-07</b>
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**TO:**                    **ALL JOB CORPS NATIONAL OFFICE STAFF  
ALL JOB CORPS REGIONAL OFFICE STAFF  
ALL JOB CORPS CENTER DIRECTORS  
ALL JOB CORPS CENTER OPERATORS  
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS  
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS**

**FROM:**               **ESTHER R. JOHNSON, Ed.D.  
National Director  
Office of Job Corps**

**SUBJECT:**           **Requests for E-mail, Phone, and Internet Activity Logs**

1.     Purpose. To update policy previously issued in Program Instruction 07-43 regarding the protocol for requesting phone, Internet, and e-mail activity logs from the Job Corps Data Center (JCDC).

2.     Background. From time to time, JCDC receives requests from center staff for user activity logs. These requests may include requests for records of e-mail activity, Internet activity, and/or phone activity on specific users for a specified time period. Requests typically come to JCDC through the Help Desk, or through an e-mail or phone call to a specific staff person.

These requests typically involve a span of time in the past, and the period for which they are requested may span months or years. Thus, the information may not be readily available. JCDC may find it necessary to spend considerable time and effort to retrieve and compile the requested information. The requests generally do not make clear the purpose and intent of the request, or the requestor may indicate vaguely that the information is needed for an “ongoing investigation.”

3.     Action. Effective immediately, the National Office of Job Corps requires that all requests for activity logs (phone, e-mail, or Internet) on current or former Job Corps staff or students be submitted directly to the National Director of Job Corps. Additionally, the following information is required in each request:

- a.     Requestor must state the purpose of requesting the information.
- b.     Requestor must specify if the request is in response to an official inquiry, such as

a subpoena, court order, or request from an authorized agency. In such case, the specific agency must be identified and the official document must be attached to the request.

- c. Requestor must include the full name(s) of the individual(s) about whom the information is requested.
- d. Requestor must include his or her name and contact information.
- e. Request must be signed by Center/Agency Director or designee.
- f. Requests with missing or incomplete information will be automatically denied.

After a request is received, one of the following will occur:

- a. If the request is approved, requestors will receive notification and a timeline for when they may expect to receive the requested information.
- b. If the request is denied, requestors will be notified.

Addressees are to ensure that this Program Instruction is distributed to all appropriate staff. This Program Instruction supersedes all previous directives regarding requests for activity logs.

- 4. Expiration Date. Until superseded.
- 5. Inquiries. Inquiries should be directed to Linda Estep at [estep.linda@jobcorps.org](mailto:estep.linda@jobcorps.org).