SOUTHWEST TENNESSEE COMMUNITY COLLEGE

SUBJECT: **Voice Mail Policy and Procedure**

EFFECTIVE DATE: **July 1, 2000 / Revised : January 21, 2010**

The Voice Mail Policy and Procedure will be consistent with and not supersede other Southwest Tennessee Community College policies, including the Information Systems " 4:00:00:00/15 – Acceptable Usage Policy."

Introduction
This document sets forth the policy for the use of the college's voice mail system. Voice mail boxes should not be the first points of contact for incoming calls. Initial incoming calls should first be answered by an individual. The voice mail system is designed to enhance the service provided to callers of the college.

Policy Statement
Voice mail is provided by the college to improve communication, enhance effectiveness, and promote efficiency. It is not a replacement for the standard that employees of the college should personally answer all phone calls. As a communication enhancement, the goal of the voice mail system is to present a consistent and professional image of the college to all callers.

Acceptable Use
The following guidelines have been developed to ensure uniform use of telephone voice mail by all employees of the college.

During Normal Business Hours, Voice Mail Is Not To Be Used On Departmental Numbers Or On Numbers Of Individuals Who Have Clerical/Secretarial Support

1. During regularly scheduled hours of operation multi-line digital phones, "call forwarding", and "call pick-up" features are to be utilized to ensure all phone calls are answered by an employee of the college.

2. Work units with digital multi-line phones and individual employees who have clerical/ secretarial support should not utilize voice mail during regularly scheduled hours of operation.

Source of Policy: **Revision**

Related Policy: **N/A**

Responsible Administrator: **Vice President for Information Services**

TBR Policy Reference: **N/A**

TBR Guideline Reference: **N/A**

Approved: _____
President

Date: **January 21, 2010**

3. After an individual has answered an incoming call, the caller should then be given the option to either leave a message or to be forwarded to the voice mail of the person he/she is calling.

4. Special permission for use of voice mail when no one is available to cover the phones may be granted by the appropriate President's Staff member in departments/units where :

   a. The department does not employ full-time clerical/secretarial support.

   b. The department employs only one clerical/support employee. Voice mail is needed when the support employee has to be away from the desk for an **extended** period.

Voice Mail May Be Used During The Normal Workday On Personal Numbers Of Individuals Who Do Not Have Clerical/Secretarial Support Only When The Individual Has To Be Out Of The Office.

Faculty and others who are in "one-person" offices may find it desirable to activate voice mail when they are away from their offices.

All Employees May Use Voice Mail After Hours Or When The College Is Closed For Holidays, Etc.

The Information Systems Department will set up voice mail so employees can activate it themselves for after hours, weekends, and holiday periods and deactivate it during the regular workday.

Confidentiality of Voice Mail

The college does not guarantee the confidentiality or privacy of voice mail messages and makes no promises regarding their security. Decisions as to what information to include in such messages should be made with this in mind.

The following elements guide the administration of voice mail as it relates to confidentiality:

1. **Administrative Activities:** The College reserves the right to conduct routine maintenance, track problems, and maintain the integrity of the system. As is the case with all data kept on all computer systems, the contents of voice mail messages may be revealed by such activities.

2. **Absences:** When an employee is absent, that employee's voice mail may be listened to as necessary to ensure orderly operation of an office.

3. **Monitoring:** Voice mail messages may be monitored by the college when considered necessary to protect the integrity of the systems or comply with legal obligations.

4. **Violations:** Complaints about inappropriate use of voice mail should be referred to the Executive Director of Information Systems. Inappropriate messages include, but are not limited to, obscene, harassing, intimidating, and threatening recordings.

All users of Southwest Tennessee Community College computer and telecommunications resources are expected to read and abide by the Information Systems Acceptable Computer Usage Policy.