



California University of Pennsylvania

POLICY: UNIVERSITY VOICEMAIL

A. Purpose & Scope:

California University of Pennsylvania (Cal U) is a customer service-oriented place of employment. The importance of timely interaction with customers is imperative to the success of its mission and goals. One means of communication employed by Cal U is through phone, and as such, voicemail. This policy will address the University's voicemail expectations for staff, faculty and departments.

B. Definition(s):

C. Policy:

All staff are required to have an active voicemail during their regular departmental business hours.

Faculty who teach face-to face-or a combination of face-to-face and online must have voicemail during the semester in which they teach.

Faculty, who teach in a 100% online program and do not maintain a university (campus) based office, must have voicemail that is accessible to students and university personnel. Contact information for 100% online faculty must be listed in course shells and syllabi.

Area vice presidents will determine which offices are required to have active afterhours voicemail and the content of the message.

Department supervisors are responsible for providing voicemail training to new employees and to ensure voicemail has been programmed for the new employee.

D. Procedure(s):

The following procedures should be followed:

1. Your voicemail should be checked frequently for messages. It is your responsibility to check your messages and to change your greeting to reflect your schedule. Mailboxes should never reach maximum capacity.

2. Always return phone calls promptly. Callers may get very frustrated when they leave a message and do not receive a response in a timely manner.
3. Let other staff members know when you will be out of the office, especially for extended periods. This will prevent staff members from transferring a caller to your voicemail.
4. It is recognized that Faculty and Staff have differing office hour requirements.
 - a. For Staff:
 - i. Record an extended absence greeting any time you will be gone longer than one planned workday, referring callers to options of leaving a message in your mailbox, or with some other person or mailbox within your department.
 - ii. This policy is not intended to address unplanned use of sick leave.
 - iii. For periods of extended absence (*i.e.* vacation, conference, etc.), redirect calls from your personal extension to a departmental line, where the phone will be answered during your extended absence.
 - b. For Faculty:
 - i. For periods of extended absence (*i.e.* Winter Break, Summer Break, etc.) redirect calls from your personal extension to a departmental line, where the phone will be answered during your extended absence.
 - ii. Consider listing your office hours in your voicemail greeting so callers are cognizant as to your hours in office.
5. This policy can found online at <https://www.calu.edu/inside/policies/>.

E. Effective date: October 1, 2018

Adopted: September 18, 2018

by: President's Cabinet

Amended Date: