



## VOICEMAIL

**Policy Title:** Voicemail Policy

**Type:** Administrative Policy

**Number:** 32-05 (2014)

**Responsible Office:** Information Technology Services

**Approval Date:** 07/17/2014

**Responsible Executive:** Vice President for Finance and Administration

**Applies to:** Norfolk State University faculty, staff, and administrators

### POLICY STATEMENT

Voice communication is a resourceful mechanism for official communication for NSU employees. The University reserves the right to conduct official communications to employees by telephone and voicemail. The University fully expects that its employees will answer phones, check voicemail, and respond to callers efficiently as specified below.

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### DEFINITIONS

None

## **CONTACT(S)**

Information Technology Services officially interprets this policy. The Vice President for Finance and Administration is responsible for obtaining approval for any revisions as required by the BOV Policy #1 (2014) <https://www.nsu.edu/policy/bov-01.aspx> through the appropriate governance structures. Questions regarding this policy should be directed to the Information Technology Services.

## **STAKEHOLDER(S)**

Faculty, staff, and Individuals acting in a supervisory capacity

## **VOICEMAIL POLICY CONTENTS**

### **PURPOSE**

Norfolk State University considers voicemail to be an important means of communication and recognizes the importance of proper messaging content and speedy replies in conveying a professional image and delivering good customer service. NSU recognizes that in order to deliver the best customer service responses to our students, faculty, staff, administrators, family and community, we must communicate homogeneously.

### **REQUIREMENTS**

Voicemail must be set up with identifying information to include the department name and person's name. The extended absence greeting should be used when NSU employees are out of the office and unable to respond to callers due to leave, trainings, and other purposes. In addition, NSU employees must notify senders of their plan to respond to the caller's message or provide an alternate contact.

When employees are not out of the office, voicemail must be checked and responded to in a reasonable timeframe, typically within 48 hours of receipt during working business days of Monday through Friday, and working business hours of 8:00am until 5:00pm. Voicemails received after hours or during weekends and holidays must be responded to within 48 hours of the next business day. NSU employees should take proactive steps to ensure that their voicemail boxes are not full.

Faculty should specify a response time for voicemail, requirements for voicemail communications, and expectations in the course syllabi.

The University strives to follow the Family Educational Rights and Privacy Act of 1974 (FERPA) in its handling and disclosure of sensitive student data. In response to the numerous requests for release of student information, the Office of the Registrar will provide guidance, direction, and policy interpretation regarding the release (verbal or written) of all student data.

## **VIOLATIONS**

Violations of this policy will be addressed in accordance relevant University and Commonwealth of Virginia policies, including University Policy 32-01 and Department of Human Resources Management Policy 1.75 <http://www.dhrm.virginia.gov/docs/default-source/hrpolicy/1-75-use-of-electronic-communications-and-social-media-update.pdf>. The appropriate level of disciplinary action will be determined on an individual case basis by the appropriate executive or designee, with sanctions up to or including termination or expulsion depending upon the severity of the offense.

## **PUBLICATION**

This policy shall be widely published and distributed to the University community. To ensure timely publication and distribution thereof, the Responsible Office will make every effort to:

- Communicate the policy in writing, electronic or otherwise, to the University community within 14 days of approval;
- Submit the policy for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the appropriate Website; and
- Educate and train all stakeholders and appropriate audiences on the policy's content, as necessary. Failure to meet the publication requirements does not invalidate this policy.

## **REVIEW SCHEDULE**

- Next Scheduled Review: 10/01/2021
- Approval by, date: President, 07/17/2014
- Revision History: 04/01/2016; 04/24/2017; 10/01/2018
- Supersedes: (previous policy): OIT 48-05 Voicemail Policy

## **RELATED DOCUMENTS**

*None*

## **FORMS**

*None*