

PROCEDURE MANUAL

		PROCEDURE 223.006	
		Page 1 of 2	
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Section:	Technology	Subject:	Use of Phone and Voicemail

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes to provide departments and employees regarding the appropriate use of the AWC phone system and voicemail and to help ensure that offices are perceived as service-oriented and customer- friendly, as well as efficiently administered.

SCOPE

This procedure applies to all users of AWC technology assets including employees, students, volunteers and contractors

PROCEDURE

1. General Use

Phones are provided for all aspects of college operations. Phones are defined as a physical device assigned to an individual office or work area, or software installed on the individual's computer that allows for making and receiving calls. The use of AWC phones for personal use is discouraged, although it is understood that usage for personal reasons may be necessary in emergency situations when no other immediate means of communication is available to the employee. Long-distance calls should be limited to work calls only.

2. Main office telephones

2.1 Each department and unit of the college should strive to ensure that its primary, publicly listed telephone numbers are answered by a person, rather than a recorded message, during normal office hours. Call-forwarding from the listed number may be helpful in achieving this objective when the person primarily responsible for answering the telephone is temporarily unavailable.

2.2 Short-term and occasional use of voice mail for answering departmental phones is permissible when circumstances dictate its use.

2.3 Voice mail answering of department phones outside of office hours and on weekends and holidays is appropriate and desirable. Callers should be informed of regular office hours and/or alternative methods of contacting department representatives.

3. Individual telephone extensions

- 3.1 Telephone number extensions assigned to individuals and not listed in the departmental directory may be answered by voice mail at the convenience of the primary user.
- 3.2 A voice mail greeting should be recorded by the individual stating their name, office hours or other important information is required.