POLICIES

Effective Date: June 30, 2007

Retired: Revised: January 31, 2008

Approved by: A. Cherrie Epps, Ph.D.
President and Chief Executive Officer

Subject: Office of Information and Technology - Voice Mail Policy

SCOPE:
The Vice President for Information Technology (VP) is designated as the institutional officer responsible for identifying standards for access and acceptable use of information technology resources.

POLICY STATEMENT:
Authorized users and administrators of Meharry Medical College telephone systems have access to College Voice Mail. This policy outlines the rules and requirements for using Voice Mail.

Applicability: This policy is applicable to all Meharry Medical College students, faculty and staff and to bona fide associates granted use of Meharry Medical College information resources.

PURPOSE:
To provide service to internal and external telephone callers through the effective use of Voice Mail and to facilitate and enhance telephone caller access to Meharry Medical College staff.

DEFINITIONS:
Authorized Use: authorized use of Meharry Medical College owned, leased, operated, or contracted computing and network resources is used consistent with the education, research, and administrative mission of the College and is consistent with this policy.

Authorized Users: authorized users are (1) current students, faculty and staff of the College; (2) anyone connecting to a “public” Information Technology Station (ITS) or kiosk, and (3) others who have been authorized to use a particular resource by the campus unit responsible for operating that resource.

CO: Compliance Officer, the enforcing unit for the Computer and Network Usage Policies at Meharry Medical College.

MMC: Meharry Medical College (alias the College) for which the policy manual applies.

IT: Office of Information Technology, the source for establishing the Computer and
Network Policies at Meharry Medical College.

**Call Forwarding:** Setting a telephone so that incoming calls are immediately and automatically directed to another telephone number or voice mailbox.

**Express messaging:** Calling directly to a voice mailbox.

**POLICY:**
All Meharry voice mail system users are expected to demonstrate the responsible, legal, and acceptable use of voice mail, which includes clearing out messages in a timely manner.

Meharry staff should not use voice mail to screen telephone calls or to avoid answering their telephones.

When staff members expect to be away from their desks for some scheduled period of time (e.g., lunch, meetings, etc.), they may temporarily call forward their telephones to the voice mail system.

Responses to voice mail messages must be made within the timelines stated in the voice mail instructions, unless the voice mail greeting indicates an extended absence.

Individuals have a right to a reasonable expectation of privacy; therefore, voice mail messages that are identified as confidential or are perceived by the recipient as containing confidential information may not be forwarded without the permission of the caller.

Non-compliance with this policy may result in disciplinary action.

**Voice Mail Greeting:**
A voice mail greeting must provide enough information so that callers can decide to leave a message, to seek assistance elsewhere, or to call back.

A greeting must include the staff member’s name, the department name, information regarding his or her availability, which includes a date, or range of dates or times the staff member will not be available, and an invitation for the caller to leave a message.

Voice mail greetings must be updated on a regular basis. Unless the staff member is on an extended leave, the greeting message should be modified on a daily or weekly basis, as appropriate.
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**Returning Calls:**
Responding to voice mail messages is mandatory and should be considered a priority task. All telephone calls should be returned in a timely manner. Once a voice mail message has been heard, but not deleted by the staff member within three days, the system will automatically purge the message. Voice mail messages that are not retrieved (e.g., over extended holidays) are retained indefinitely.

**Archiving or Recording Voice Mail Messages:**
Voice mail messages are not archived and are not normally recorded or kept for extended periods of time.

**Responsibility:**
Staff members are responsible for managing their personal voice mail. Staff members are responsible for providing appropriate content in their personal voice mail greetings and in the voice mail messages they leave in other voice mailboxes.

Meharry IT Telecommunications department is responsible for implementing, administering, and maintaining the voice mail network and infrastructure. They are also responsible for providing staff with training in the use of voice mail.

When inaccurate information or other problems are detected in a staff member’s voice mail greeting, the caller should inform the voice mailbox owner of the problem. If the problem persists, the calling staff member should notify the Telecommunications Department.

**EXHIBITS:** None.