



## Felician University

Office of Information Technology  
262 South Main St  
Lodi, NJ 07644-2117

### GUIDELINES FOR USE OF VOICE MAIL SYSTEM

Voice mail is a service provided by Felician University as an aid in the transfer of information and may be used for a wide variety of on and off campus communications relating to University business. This policy addresses the acceptable use of voice mail resources provided by Felician University. This policy applies to all students, faculty and staff with voice mail access.

#### **I. Policy**

Use of the Felician University voice mail system shall comply with local, state and federal law as well as Felician University policies and procedures. Generally, a user's voice mail will not be accessed or monitored except in the following situations: the user gives prior consent; the University needs to ensure the security or operating performance of its systems or networks; the University has a reasonable concern that a violation of University policy or applicable law has occurred; or the University is complying with a valid subpoena or search warrant issued by a court of competent jurisdiction. For these reasons, the University cannot guarantee the privacy of voice mail communications.

Access to voice mail is a privilege, not a right, and as such, can be withdrawn from those who use it irresponsibly. Users of Felician University voice mail who are found to have purposely engaged in the unacceptable use of University voice mail will be subject to disciplinary action up to and including suspension of access to technology resources, discharge, dismissal, suspension, expulsion, and/or legal action.

#### **II. Expectations**

All Felician University users are responsible for utilizing voice mail in an effective, efficient, ethical, considerate and lawful manner which is in line with Felician University Standards of Excellence.

Employees should not use the voice mail system to avoid the responsibility of answering the telephone.

Employees should record a personal greeting that is professional and represents the University well.

Personal messages should be changed when necessary to reflect changes in an employee's schedule.

The greeting should ask the caller to leave a brief message, so the call may be returned.

If someone leaves a message, a return call should be made indicating that the message has been received and action taken as necessary.



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Because voice mailboxes have a limited amount of space, messages that are not needed should be deleted to ensure that voice mail operates efficiently.

### III. Acceptable Uses

Examples of acceptable uses for voice mail include:

- Official work of the University
- Instruction
- Academic research
- Service on behalf of the University
- Professional development
- Occasional personal use

### IV. Unacceptable Uses

Examples of unacceptable uses for voice mail include:

- Harassment
- Libel or slander
- Fraud or misrepresentation
- Destruction of or damage to telephone equipment belonging to the University
- Disruption to or unauthorized monitoring of voice mail communications
- Violation of voice mail system security
- Unauthorized use of passwords or identification numbers assigned to others
- Use of voice mail for commercial business purposes unrelated to the University
- Using obscene, sexually explicit or offensive language
- Sending messages that are contrary to the mission of the University

I HAVE READ AND AGREE TO THE FOLLOWING TERMS AND CONDITIONS

Employee Signature \_\_\_\_\_