

Lindsey Wilson College

Telephone/Voicemail Acceptable Use Policy

Policy 02-11

Purpose

Policy

The telephone (including voice mail) system of Lindsey Wilson College is available to the students, faculty, and staff in support of the educational and administrative goals of the college. It is expected that users of these resources will engage in appropriate activities. The telephone system and voice mail system are provided by the College and are the sole and exclusive property of the College. The Department of Information Services is authorized to collect and store internal telephone call accounting data for the purpose of billing and tracking on-campus, local, and long-distance telephone calls.

It is expected, in return, that users must respect the rights and privacy of others, and must obey school policies and state and federal laws that may apply to their activities while using the telephone system. Although the College, in its official capacity, will make every effort to respect the privacy and civil rights of users of the telephone system, it should be understood by all users that the system is owned and operated by a private, value-centered College.

The Institution reserves the right, in its sole discretion, to monitor any and all aspects of the activities on the system and to take appropriate action when necessary to uphold legal, moral, or ethical standards. Use of the College telephone system means that you agree to abide by the rules and responsibilities set forth in this policy. Individual supervisors may establish policies that place additional responsibilities upon users.

Long Distance Calls

Faculty, staff and students may place personal long-distance calls (including fax calls) from campus only through the use of personal long-distance telephone authorization codes or personal calling cards. Faculty, staff and students may apply at the Service Center for a long-distance authorization code at any time during the year. Collect calls may not be accepted at College telephones.

Service Requests

Users may request service or notify the College of problems by submitting a written request to the Office of Information Services or by sending an E-mail request to telephones @lindsey.edu.

Employee Responsibilities

Employee use of the telephone system on an occasional basis for short personal conversations with friends or family may be considered appropriate but must be guarded against abuse. Forwarding the phone to voice mail is appropriate after office hours or when the office is closed for College-related functions. To support the mission of the college, the Administration mandates that all calls must be answered personally when the employee is present. Voice mail may be used during work hours only when the office is closed or the employee is not in the office and the caller requests voice mail.

Supervisors confirming abuse of the voice mail system are required to notify the Director of Information Services.

Ethical Responsibilities

Although certain activities of users may not be strictly illegal, there may be cases where a user might violate the ethical standards of the College. Guidelines for appropriate behavior may be found in any number of campus publications such as handbooks, catalogues, and policy manuals. Common sense and a personal sense of responsibility are important here.

- Use of the College's toll-free should be limited to calls from the students, staff or faculty for school-related business only. Employee use of the toll-free line for personal calls on school time should be guarded carefully against abuse. Violators may be held responsible for excessive unauthorized calls.
- Users of the College telephone system will refrain from leaving messages that would be deemed hateful, demeaning, or inappropriate by the prevailing standards of this value-centered Christian College. Inappropriate messages include, but are not limited to: messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.
- The privacy of other user's voice mail messages is to be respected at all times. No user, with the exception of authorized system administrators, shall access, or attempt to access, another user's voice mail messages without the explicit consent of that user. In addition, no unauthorized attempt shall be made to obtain the passwords or access codes of any other user, and no use of another person's user ID or password is allowed, unless specifically approved by a computer system administrator.
- No attempt will be made by any user to secure unauthorized access to system files, administrative telephone records or utilities.

Good Citizen Responsibilities

Beyond the legal and ethical guidelines in this policy, responsible users of the College's resources can take several steps to make usage a rewarding experience for themselves and others.

- Report improper use or vandalism of any telephone equipment or resource.
- Clean old messages out of voice mail boxes regularly.
- Keep a current voice mail message recorded at all times. If you choose to record a daily message that states the date and your office hours, it must be kept up to date.

Abuse of Privileges

If disciplinary action is required for violations of this policy, sanctions may range from loss of privileges to expulsion or job termination. Disciplinary actions for students will be addressed by the Vice President for Student Services, for faculty by the Provost and Dean of the Faculty, and for staff by the Vice President for Administration and Finance. Grievances and appeals may be filed in accordance with the respective guiding policy documents for students, faculty, and staff.

Policy History:

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