


PROCEDURE MANUAL

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		Last Revision Date:	02/04/2026
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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

1.1. 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 numbers 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 configured to answer 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.

2.4. Departments should ensure communication accessibility, including accommodations for individuals with disabilities.

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.

HISTORY

IT Reviewer Name	Update Date	AWC Reviewer	Approval Date
Scott Estes, Tyler Vodehnal	1/24/2023	D Corr	5/23/2023
Scott Estes, Tyler Vodehnal	04/01/2024	D Corr	04/01/2024
Scott Estes, Tyler Vodehnal, Mercedes Soto	02/19/2025	Ashley Herrington	4/14/2025
Scott Estes, Tyler Vodehnal	02/04/2026	Dr. Reetika Dhawan	04/13/2026