Operating Protocol & Procedure

Details

Number: 271

Title: Use of Electronic Mail and Voicemail

Category: Employees

Responsibility: Human Resources

Approval Date: 12/8/14

Effective Date: 12/8/14

Revised: 7/16/19

Reviewed: May 2024

Purpose
To establish procedures for the utilization of Electronic Mail (E-Mail) and Voicemail at Pueblo Community College.

Applicability
All employees and volunteers

Definitions

Electronic Mail (E-Mail) and Voicemail – any electronic transfer of messages, information, or documents from one electronic device to another, including computers, cellular phones, tablets, or similar.

References

Board Policy 3-125, Electronic Communication Policy [and related System Protocols]
(https://cccs.edu/policies-and-procedures/board-policies/bp-3-125-electronic-communication-policy/)

Board Policy 6-10, Cyber Security Policy [and related System Protocols]
(https://cccs.edu/policies-and-procedures/board-policies/bp6-10-cyber-security-policy/)

PCC Operating Protocol and Procedure 701, Marketing & Communications Guidelines
(http://www.pueblocc.edu/cmsinternet/xml/OPP/700/701.pdf)

Attachments
None

Operating Protocol

Pueblo Community College follows Board Policy and System Procedures related to Electronic Communications.

<u>Procedure</u>

In addition to following Board Policy and System Procedures, PCC employees adhere to the following guidelines in regards to e-mail and voicemail:

- When sending an email using a college distribution list, employees should take care to use the appropriate distribution list. Avoid sending messages to "PCC, All Users" if the message only pertains to certain employee groups and/or campuses. Email distribution lists have been set up for specific employee groups and campuses.
- Employees should set up their voicemail message using either the generic message or record a personal one.
- If the employee will be out of the office for a prolonged period of time (i.e. vacation, medical leave), it is recommended that they record an alternate voicemail message, when possible, informing callers of the employee's absence so that the caller is either referred to another employee for assistance or is aware that the message may not be received by the employee until they return.
- Likewise, an "Out of Office" automatic email reply should be set if an employee will be out of the office for a prolonged period of time, when possible.