

**ROGUE COMMUNITY COLLEGE
GENERAL INFORMATION AND
ADMINISTRATIVE PROCEDURES**

Information: **TELEPHONE PROTOCOL (GI-058-a)**
Contact: President's Office, Ext. 7087

1. Make sure a live person is available to answer the telephones whenever possible.

2. If you have to leave your office for a meeting, forward the phone to a live person to answer.

3. Identify yourself and your location when you answer the phone. And, if you know the call is external, identify the college, yourself and your location.

4. If you go out of town on business or vacation, or when the college is closed, make sure to change your voice mail greeting to indicate your availability and identify a back-up person to handle inquiries in your absence.
 - a. Calendar a reminder for yourself to change the greeting upon your return to the office.

5. Identify yourself in your voice mail greeting and keep the message BRIEF.

6. If you don't know the answer to a question, take a name and number, find the answer and call the student/caller back within 24 hours or less.

7. As a professional courtesy, reply to voice mail messages within 24 hours – even if just to indicate you need more time to research the answer and provide a time estimate for anticipated response.