

PN 3.077

VOICE PROCESSING/MESSAGING SYSTEMS POLICY

Voice processing/messaging systems may include one or more of the following: interactive voice response (IVR), voice recognition, call processing/automated attendant, automatic call distribution, and voice mail services.

- I. Use of Voice Processing/Messaging Systems
  - A. Voice systems will be programmed to offer callers a means to be directed to a live agency representative at any time during normal business hours.
  - B. Voice mail will not be used to avoid answering the phone or to screen calls.
  - C. It is the responsibility of each individual assigned a voice mailbox to secure their personalized system access passcode.
  - D. For voice mail applications, leave a personal greeting that gives callers timely, relevant information, including information on when calls might be returned. The greeting MUST include the name of the individual assigned to the voice mailbox so that callers know whose mailbox they have reached.
  - E. Voice mailboxes will be accessed several times each day and calls will be returned promptly. When away for an extended period, the personalized message of the mailbox "owner" will direct callers to another member of the organization to assure critical messages are promptly handled.
- II. Assignment, Reassignment and Discontinuance of Voice Mailboxes

A. Requests to assign, reassign, or discontinue individual voice mailboxes must be submitted to the Director of Computing Services and Telecommunications.

### III.

#### Usage Review

A. Supervisors will be alert for any abuse of voice mail procedures and take appropriate action when warranted.

B. Voice mailbox use will also be reviewed by the Director of Computing Services and Telecommunications for compliance with this policy. Incidents of non-compliance will be reported to the appropriate official.

(Internal)

EMERGENCY PREPAREDNESS POLICY

The Frostburg State University Emergency Preparedness Procedure has its goals: 1) to save lives, reduce injuries and minimize property and environmental damage in the event of a major emergency, 2) to coordinate communication between university departments and between the university, outside agencies and the general public in the event of a natural or man-made emergency, 3) to restore essential university functions as rapidly as is reasonably and safely possible.

The FSU Emergency Preparedness Procedure consists of the following documents or items:

- FSU Administrative Policy Manual
- FSU General Emergency Protocols and Procedures
- Fire Alarm Procedures for Academic and Administrative Bldgs.
- Fire Alarm Procedures for Residence Halls
- UMS Police Policies and Procedures Manual
- Inclement Weather Closing Procedures Guidelines
- FSU Employee Safety Handbook
- FSU Facilities Department Procedures:
  - \* Snow Emergency/Snow Removal Plan
  - \* Natural Gas Leak Plan
  - \* Emergency Call-Out Procedures
- Allegany County Civil Defense Emergency Operations Plan
- Applicable State and Federal laws, rules and regulations

It shall be the responsibility of the Public Safety Department to periodically review and evaluate the Emergency Preparedness Procedures and to recommend revisions and improvements to the Risk Management Committee.

(Requested by State)

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PASSENGERS IN STATE VEHICLES

Passengers in state vehicles are limited to those persons who are properly authorized to participate in a University function with an employee travelling on official business. Blanket authorization is extended to full-time and contractual employees of the University, guests of the University whose presence as a passenger is directly related to the employee's official business trip, and to the employee's spouse or students. Any circumstances not covered by the blanket authorization will be the responsibility of the Vice President of the area in question. Under no circumstances will children of faculty or staff members be permitted to accompany the member in a University vehicle.

(Internal)

BENEFITS FOR CONTRACTUAL EMPLOYEES

The University will afford a health care stipend to contractual employees who currently enjoy that benefit. No health care stipend or other benefit will be afforded any other current or future contractual employee unless the position is federally funded, with benefits entitlement, or unless provided to comply with the UMS Policy on Contingent Employment.

The dollar value of current health care coverage will be included when determining the base salary paid contractual employees.

(Internal)

MEMBERSHIPS IN PROFESSIONAL AND ACADEMIC ORGANIZATIONS

It is the policy of Frostburg State University to encourage institutional/departmental memberships in professional and academic organizations where funds are available. Memberships shall be vested in the institution, not in an individual member of the faculty, staff or administration. Memberships shall remain with the University, with the University having the option of changing its designated association representative(s).

Individual memberships, i.e., those vested in the individual and not transferable when the individual leaves the institution, are not generally funded by the University. Exceptions to this policy must be approved by the Executive Committee through the appropriate Vice President and should be granted under the following circumstances:

1. In cases where the association, by definition of its bylaws, does not have institutional or group memberships, and it is deemed to be in the best interest of the University to be represented.
2. In cases where an association offers both institutional and individual memberships, and the difference in cost between individual and institutional membership is large enough to warrant representation of the University through an individual membership, and it is deemed to be in the best interest of the University to be represented.

(Internal)