Voicemail, Guidelines for Broadcast

Keene State College Policies and Procedures

Guidelines for Broadcast Voicemail

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Broadcast Voicemail is any phone message sent to recipients campuswide, usually to all faculty and staff, all students, or all voicemail users. Broadcast voicemail is sometimes limited to users in a group of buildings.

Appropriate Subjects for Broadcast Voicemail

1. Crisis/urgent announcements: natural disaster alerts, mechanical failures, weather closures or delays, crime alerts, health alerts, death of a community member, server maintenance, and computer virus alerts.
2. Logistics announcements: construction closures; traffic routing; environmental alert notices; and security announcements.
3. Major news: events such as a Presidential visit; naming of a new KSC president or vice president.

Arranging for Broadcast Voicemail

1. Consider if your message can be just as effective if sent in a less obtrusive way, such as broadcast e-mail.
2. If you have an announcement that requires the use of broadcast voicemail, you must submit it to a principal administrator (the president or a vice-president) for approval. If that administrator approves the message, he or she will forward it to College Relations for distribution (mmatros, dorsman, or mfuller). A CRO staff member may contact either the PA or the message initiator to edit the message for brevity and clarity.

3. A broadcast voicemail message will be sent only once.

Approved by the Cabinet 12/10/01