1. Rationale or background to policy:

CEPS strives to demonstrate good customer service practices. In recognition of best practices, CEPS staff strive to have each CEPS call reach a “live person” on a department line. As such, procedures have been developed for CEPS Departments regarding telephone protocols for main department lines.

2. Policy Statement:

CEPS Departments will follow CEPS telephone procedures outlined in the CEPS Office Administration Policy. These procedures are outlined below.

3. Procedures:

1. When possible, all incoming calls will be answered by trained staff and student office workers, rather than an automated answering service.
2. When transferring a caller within the University, the Office Administrator (or individual assigned to answer the department’s main telephone line) will wait for a live person to respond. When possible, College staff will explain to the respondent the identity and primary purchase of the call, and then connect the caller to the respondent. If the desired respondent is not available, the Office Administrator, or designee, will share this information with the caller and offer to provide a follow up with the desired respondent via an email, to include a CC to the caller’s provided email address.
3. If telephone coverage is needed by a CEPS department, offices may forward their primary department line to the CEPS Dean’s Office. Please note that advisor, faculty, and chair telephone lines are not to be forwarded.
4. Department Graduate Assistants and student workers may be assigned to answer the department’s main telephone line for short periods of time.
5. All department voicemails should include department email addresses.