MICHIGAN STATE UNIVERSITY

College Policy

POLICY NAME: Employee Telephone Contact Number Policy

POLICY NUMBER: N/A

Authority Title and Review Information:	Name and Date
Approval Authority:	Office of the Dean (College of Education)
Responsible Executive:	Chief of Staff (College of Education)
Responsible Office:	CED Human Resources
Responsible Officer:	HR Manager (College of Education)
Policy Category:	Administration
Effective Date:	2/5/2026
Last Review Date:	10/22/2026
Next Review Date:	10/1/2029

I. POLICY STATEMENT

As hybrid and remote work have become more common across our college, ensuring that departments remain accessible by phone during business hours is more important than ever. With fewer staff consistently present in physical office spaces, it's critical that members of the public, partners, and colleagues can reliably reach someone in each department by phone.

II. SCOPE

To ensure timely and consistent communication with external and internal stakeholders, **each department/unit is required to have a phone number that is actively answered during standard business hours, excluding University holidays and/or modified operations**: **Monday through Friday, 8:00 AM – 5:00 PM**.

III. DEFINITIONS

N/A

IV. POLICY

All employees must have a phone number listed in their email signature and applicable websites. If you do not have a dedicated MSU phone number, the department-

monitored phone number must be included in your **email signature** and on any applicable **college website listing(s) and/or course syllabi**.

The number must be **monitored and answered by someone in the department/unit** during business hours. It is not required that each individual employee answer calls directly, but callers must be able to speak to someone who could take a message or route the call appropriately.

Voicemail alone is **not sufficient** to meet this requirement.

Include, at minimum, the department-monitored phone number in your email signature and in any applicable course syllabi.

V. POLICY PROCEDURES

Verify that any relevant webpages or directory listings reflect the correct, actively monitored phone number.

If your department needs support setting up a central phone line or call routing system, contact MSU IT Services at (517) 432-6200 or https://tdx.msu.edu/TDClient/32/Portal/Requests/ServiceDet?ID=242

To update your phone number on the MSU and/or CED website, please reach out to CEDHR (CEDHR@msu.edu).

VI. VIOLATIONS

Failure to adhere to this policy constitutes a violation of College Policy. Omissions or non-compliance will be reported to the chairperson or unit leader for further review and assessment of the circumstances and potential impact.

VII. RELATED INFORMATION AND ATTACHMENTS

N/A

VIII. HISTORY

Action	Description
2/5/2026	Finalized version