**Telephone and Email guidance for academic staff during the peak summer period for recruitment 2018.**

The following guidance will help ensure that emails and telephone calls can be routed and answered during periods of annual leave, research leave or absence. This is assist staff managing communication with students and applicants and the messaging can of course be amended to suit particular needs.

**Email**

When you are out of the office, it can help enormously to tell applicants if you are unable to answer queries in a specific period and to give options for them to seek advice and guidance from other colleagues at Birkbeck. A good out of office message could look like:

“I am sorry I am out of the office from 1 August 2018 to 30 September 2018 and *I will not be answering emails/ it may take me up to X days to respond to your email* during this period.

The programme administrator for BA/BSc/MA/MSc XXXXXX can be contacted in my absence for information relating to the course you re applying to. Their telephone number is xxxxx xxxxxx and their email address is: [xxxxxx@bbk.ac.uk](mailto:xxxxxx@bbk.ac.uk)

During the summer admissions period you can expect to receive a response to your query within x days.

Thank you for your enquiry and we will be in touch shortly.

Please use the following online form to contact [Registry Services](http://www.bbk.ac.uk/ask) regarding:

* **Applications** (For all application related queries: offers acceptances, deferral requests, fee assessments, ID checks for programme enrolment and qualification queries).
* **Enrolment** (For all queries relating to enrolment including enrolment on hold queries and cancellation of enrolments).
* **Student Records** (For all queries relating to current students only including student amendment requests, name change requests, progression decisions, record amendments and fee adjustments).”

**Telephone**

It is also important that applicants and students can easily make contact by phone with the correct person/department. This section provides guidance to staff regarding how the telephone system can be used to provide a good applicant and student experience and guidance on how to use some the functionality of the phone system to assist you.

**Checking your contact details**

My Birkbeck is used as our internal directory and the first place that internal colleagues will go to in order to find your contact details. Please check your My Birkbeck record to ensure that your contact details are correct and update if necessary.

**Voicemail**

It is good practice to record a phone greeting so that callers know they are leaving a voicemail message on the correct phone.

**Recording a voicemail greeting**

* + Dial 6200 (this is the same number to hear your voicemail messages)
  + Enter your password (the default password is 8888)
  + Press 6 to change your greeting
  + Press 1 to record your personal greeting
  + Press the \* key at the end of the recording. You will have the opportunity to listen to the recording, edit or save it.

When recording a voicemail greeting, please follow the form of words below to ensure that the greeting contains all the key pieces of information:

“Hello, you are through to the voicemail of (*your name*) from (*your section/department*) in Birkbeck, University of London. I am currently *unavailable to take your call*/*on leave from* (*indicate dates you will be on leave*). Please leave a message after the tone and I will get back to you *as soon as possible*/*on my return to the office*. Alternatively, please phone xxxxx xxxxxx where one of my colleagues will be able to assist you. “

When recording your greeting, please also consider any other people that the caller could potentially speak to during your absence from the office or any web pages that callers could be referred to and adapt your greeting accordingly.

**Diverting your phone**

Please find below details on how to divert your phone.

*Please note that the tick button* **√** *and the right pointing triangular arrow  are just below the main key pad on most phones.*

**Diverting calls if out of the office**

This functionality allows the people who are working remotely to receive calls as if they were in their Birkbeck office. If an applicant does not get answer it is common for them to email and call several numbers so to reduce the burdens on other colleagues its good to think about who would be best to answer queries about your programme/subject area in the event of your unavailability.

* When receiver is down, press  button until ‘divert phone’ is shown on display
* Press **√** to select
* Type in number you wish phone to be diverted to (remember to dial 9 first if diverting phone to an outside number).
* Press **√** to confirm action.
* The phone will give a continuous tone and > followed by the number that the phone has been diverted to will appear on the screen.
* Pick up the receiver and put it down again to clear the continuous tone.

**To take Divert off**

* + When receiver is down, press  button until ‘cancel diversion’ appears on the display.
  + Press **√**
  + Divert cancelled will appear on the screen.
  + Pick up the receiver and put it down again to clear the continuous tone.