

**GENERAL ORDERS MANUAL
WESTERN MICHIGAN UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY**

I. PURPOSE

The purpose of this general order is to explain the procedure for investigating a complaint of threatening, harassing, or obscene telephone calls.

II. BACKGROUND

Western Michigan University has a telephone system to handle most calls on campus. Special features of this system enable it to gather additional information not normally obtained. In addition, the WMU system has message delivery and retention ability commonly known as a "voice mailbox".

III. POLICY

A. WMU Telephone (387 Exchange) Calls:

A police officer shall be assigned to take the complaint. If the illegal call was threatening, harassing, or obscene, a detective or investigating officer will contact the Office of Information Technology (OIT/Telecommunications) representative at (269) 387-0963. The complainant should be advised to report all future illegal calls to the detective bureau or the "follow-up" officer. Information regarding the location of the originating call, if from on campus, will be provided by Telecommunications. Calls made to an on-campus number from off campus telephone number will be obtained from Windstream/PAETEC Fraud Department. The OIT representative will assist with obtaining this information. A copy of PAETEC customer request form with instructions can be found in the *Plans, Forms & Memos* folder in PowerDMS Documents.

B. Voice Mail Calls:

1. Voice mail is a telephone answering and sending service connected to the WMU telephone system. Access to an individual's mailbox can be made from any telephone; however, a personal identification number (PIN) given to each subscriber is required to retrieve information from the mailbox.
2. Individuals may have access to a campus voice mail through CISCO, WMU email and OIT. through the current email system as well. Access to the call may be from CISCO, WMU email, or OIT.
3. Persons reporting illegal calls on their voice mailbox or email should be instructed to leave the message in the mailbox in the email system. This saves the envelope information which comes with each call. The envelope may contain information as to who sent the message, date and time of the call, and the duration of the call.

4. The officer should ask the complainant to retrieve the message for the officer, when possible. The officer should listen to the message and include the envelope information and synopsis of the message (s) in their original report. The complainant should be told to skip over the message until it has been obtained and secured in the digital evidence folder. When possible, the call from the email system can be emailed to the detective or investigating officer.
5. Officers should suggest to the complainant to keep a phone call log, obtain screen shots of messages, for example text messages.

IV. HELPFUL INFORMATION

WMU OIT help desk can be accessed at (269) 387-4357, ext. 3. Requests for information from OIT should be made to oit-security@wmich.edu or (269) 387-5430. When emailing OIT for information for on or off campus calls, officers should include the telephone number that received the illegal call, the name of the phone carrier and what type of device received the call.

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Director of Public Safety