

Checking ESP Voicemail

Voicemail Number: 86245
PIN: 345912

- Dial the number listed above, and enter the PIN when prompted
- Hit 11 to hear new messages

Useful shortcuts

33 End of message
3 Forward 10s
1 Rewind 10s
7 Delete message (after it's played)

Listening to messages

- Have paper ready to take notes
- Record what information they need, and their phone number (listen twice to double-check – press 1 to rewind 10s)
- If the phone number is unintelligible, delete the message and move on
- After you have the notes you need, delete the message.

Answering messages

N.B: You can do this either between each message, or you can listen to several messages and then answer them each. It's often easier to do it one at a time so you don't lose track of where you were and what people were calling about.

- Hang up the phone
- Press 9 for an outside line and dial their number

If someone answers...

“Hi this is *NAME* from the MIT Educational Studies Program; You called with regard to SATPrep/Splash/Delve/etc, how can I help you?”

Answer their question, wish them a nice day, hang up, and move on. If they don't know what you're talking about, apologize for bothering them, hang up, and move on.

If you get their voice mail...

“Hi this is *NAME* from the MIT Educational Studies Program; you called in regard to SATPrep/Splash/Delve/etc.”

Answer their question. If they don't have a specific question, give them our website (<http://esp.mit.edu>) and email address (esp@mit.edu).

Then wish them a nice day, hang up, and move on.

If they think we're someone else...

Once in a while we get calls from people who think we are the Public Service Center, a school, the admissions office, etc. In this case, you should still call them back and tell them that we are not any of these and that they should not, say, send us their transcript and recommendation letters because we cannot, in fact, admit them to MIT.