

Campus Emergency & Non-Emergency Notification Systems Policy / Procedures

Adopted by President's Cabinet 8/28/18

Overview

In order to provide effective and efficient communication to East Georgia State College (EGSC) faculty, staff and students for campus events and issues that are critical and non-critical, the college utilizes various notification systems. Listed below are the systems currently utilized by the college:

Blackboard ConnectED – for campus events/issues that are critical/emergencies

Federal Signal Siren System – for events/issues at Swainsboro campus that are critical/emergencies

Monarch Broadcast Messaging – for campus events/issues (i.e., new student orientations) that are non-emergency in nature

On Campus Text – for campus events/issues (i.e., student life activities, registration deadlines, etc.) that are non-emergency in nature

Purpose / Scope

The purpose / scope of this document is to provide information about each texting / voice messaging system utilized by the college. The information includes the purpose of the system, permissible use of the system, method used to inform employees and students of the availability of the system and subscribing instructions, the unit/staff responsible for the system and cost related information.

Blackboard ConnectED

Purpose of system: This system is utilized to inform EGSC faculty, staff and students of EGSC campus emergencies, such as campus closings due to inclement weather. Messages can be sent via phone, text and email.

Permissible use of system: This system is used only to send notifications for campus events/issues that are critical/emergencies and/or to send timely warning and to the emergency notification system as required by the Clery Act and the “EGSC Annual Security & Fire Safety Report.”

Communication Method(s) for Service and Subscribing:

EGSC students are informed of the ConnectED service via the online new student orientation (www.ega.edu/paws/). Students are automatically subscribed / opted in to the service. Information on how to unsubscribe from the service and/or make changes to student contact information in the service is included in the ConnectED portion of the online new student orientation and at www.ega.edu/student_life/connected.

EGSC faculty and staff are informed of the ConnectED service via the EGSC online HR Training and Staff Development modules, specifically via the EGSC Employee Handbook and via the online EGSC Emergency Response Flipchart. EGSC faculty and staff are automatically subscribed to the service via their EGSC email address. Information for faculty and staff on how to add phone and/or text messaging contact numbers to the service is available at www.ega.edu/student_life/connected

Unit / staff responsible for system: Due to the required interface with the BANNER system, Information Technology (IT) is the primary unit responsible for the management of the system. For notification delivery, staff members in Institutional Advancement and the Police Department provide backup / secondary assistance to IT staff.

Cost: The cost of the system is included in the Information Technology budget and renews each October. The cost of the system includes unlimited messaging.

Federal Signal Siren System

Purpose of system: This system is utilized to inform EGSC faculty, staff and students of EGSC campus emergencies, such as inclement weather or Police emergencies at the Swainsboro campus. Messages can be sent via a computer terminal in the Police Department (PD).

Permissible use of system: This system is used only to send notifications for campus events/issues that are critical/emergencies.

Communication Method(s) for Service and Subscribing: The system is an outdoor siren and loud speaker, so no subscribing is necessary. Coverage is about 1 ½ miles from the speaker, in every direction.

Unit / staff responsible for system: Because the system only has one terminal, located in the Police Department, EGSC Police (PD) is the primary unit responsible for the management of the system.

Cost: The cost of the system is included in the Information Technology (IT) budget and renews each year. The cost of the system includes unlimited messaging.

Monarch Broadcast Messaging

Purpose of system: To communicate with students regarding various issues. (i.e., campus specific activities, missing documents, orientation, open house, etc.) EGSC staff sends voice message notifications to identified student populations at EGSC.

Permissible use of system: The system is primarily used to inform students regarding student affairs related issues. Other campus departments would be eligible to use the service (i.e. AAMI, business office, marketing, etc.)

Communication Method(s) for Service and Subscribing: Calls are made from actual EGSC phone numbers. A list of students must be generated by the sender using an excel CSV file. Once the list is uploaded into the monarch broadcasting system, an automated message is recorded. From there, the sender selects the date and time of the message to be sent. After the calls have completed, an activity report is emailed to the unit coordinators.

Unit / staff responsible for system: Associate Vice President for Enrollment Management, Associate Vice President for External Campuses, and/or Director of Admissions.

Cost: Moving forward, the cost of the system will come from one budget (IT). Money can be added to the account on an “as needed basis”.

On Campus Text

Purpose of system: This system is utilized to inform EGSC faculty, staff and students at ALL EGSC campuses of college activities, events, resources, and information from enrollment management, business, housing, and other related student and campus life information. Parents may also subscribe to this service.

Permissible use of system: This system is used only to send out text messages to those who opt-in to the text message service. Subscribers receive alerts sent out as sanctioned by Student Life concerning their connection to campus life and upcoming events.

Communication Method(s) for Service and Subscribing: Student Life is responsible for making all students and parents aware of this service at the Student Orientations. In addition, the text opt in/out number will be accessible through EGSC Webpage.

Unit / staff responsible for system: Student Life is the primary unit responsible for the management of the system.

Cost: The cost of the system is included in Student Life Budget and is renewed each year.