

# Emergency Notification

Phase Two

# Emergency Notification

## Overview

- ▶ Last year Harper implemented first iteration of emergency notification via text messaging with the RAPID Notify system
  - Opened to Harper students, faculty and staff, as well as community
  - Reasons selected:
    - Rapid Notify was already in use by Harper for Robo calling function such as Drop for Non-payment
    - Quick implementation turnaround merely added text functionality
    - Ease of user enrollment from Harper Website
    - Fairly inexpensive for initial set-up

# Emergency Notification

## Overview

- ▶ RAPID Notify system did not meet our long term requirements in following areas:
  - Text only for emergency
  - Speed of notification
  - List of clients unavailable
  - Lack of message acknowledgement
  - Poor software support
  - Lack of robust feature functionality compared to newer products

# Emergency Notification

- ▶ Upgrade to Robust System
  - School Messenger System selected
    - Selection Criteria
      - Integrates with Voice over IP System
      - Integrates with Banner
      - Allows SMS-text, e-mail, phone calls
      - Provides reporting on client lists
      - Provides message acknowledgement
      - No usage costs
      - Ease of message sending
      - Rapid message delivery
    - Participating Committee Members(Initial/Subsequent):
      - Mike Alsup, Mia Igyarto, Sheryl Otto, Vicki Atkinson, Mike Nejman, Mike Barzacchini, Jason Ferguson, Sue Contarino, Regan Myers, Maria Moten

# Emergency Notification

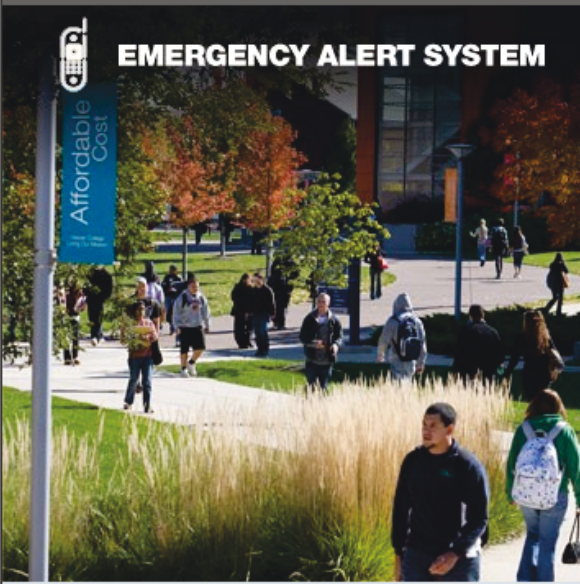
## The School Messenger system

- ▶ Is an emergency alert system geared for schools
- ▶ Used by a number of peer Community Colleges
- ▶ Is easy to use - just a few clicks to send out an alert
- ▶ Can send messages to different “notification groups”
  - Emergency – (Main Group - is not optional)
  - Weather related closing – (optional example)
  - Capable of creating other groups as well

# Emergency Notification

## The Subscriber

- ▶ Can choose which campus(es) to receive alerts about
  - Main
  - HPC
  - NEC
- ▶ Can choose to receive messages in English or Spanish
- ▶ Can select the desired method(s) of notification
  - SMS Text
  - Email
  - Phone call (Internal – External)



English ▾

## Phone, Email, and SMS Text Messages

Get the latest communication from Harper College.

Email:

Password (case sensitive):

[Forgot your password? Click Here](#)

 Sign In


First time user?  
[Sign up now](#)



ABOUT SSL CERT


## Notification Preferences

### Contacts

Contact Information	Type	Status	Actions
scontari@harpercollege.edu	Email	Active	Account Email cannot be removed
(847) 770- <input type="text"/>	SMS Text	Active	 Delete

[Add More](#)

### Interests

 In addition to Emergency notifications, I would like to receive the following types of announcements:

- General (Weather related closings)
- Language 
  - English
  - Español
- Campus 
  - HPC (Harper Professional Center/ Schaumburg)
  - Main (Palatine Campus)
  - NEC (North East Center/ Prospect Hieghts)

[Save](#)
[Cancel](#)




# Emergency Notification

## Costs:

- ▶ The cost of Rapid Notify was a onetime \$2500 set up fee. The annual service is \$4500. There is a usage fee of \$0.10/message sent.
- ▶ The cost of School Messenger \$7500 for 12 months of service the cost includes unlimited Emergency notification. The service cost is based on 10,000 users (faculty, staff, students, community) at \$0.75/user. The \$600 setup fee was waived.

# Emergency Notification

## **School Messenger Rollout – high level**

- ▶ Keep the old system for 6 months while implementing new system (July 1<sup>st</sup> contract expires)
  - ▶ Send a link in an all campus email encouraging faculty, staff and students to sign up
  - ▶ Send text announcements (with link) to those currently enrolled in RAPID Notify system
  - ▶ Notification by Text, phone and e-mail of new system
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# Emergency Notification

## School Messenger Rollout

- ▶ 12/2 – How to video made and posted on web – Mike B
- ▶ 12/4 – message sent to Harper Faculty and Staff about new system – IT (Sue Contarino and Tammy Mahoney)
- ▶ 12/5 morning – update portals/webpage's with announcements of the new emergency alert system. Leave the announcement prominently displayed until 1/29.
  - Employee Portal – Sue C
  - Student Portal – Sue C
  - Luminous – Sue C
  - Harper College.edu – Mike B
- ▶ 12/5 morning – Replace Rapid Notify url with School Messenger url on portals/webpage's
  - Employee Portal – Sue C
  - Student Portal – Sue C
  - Luminous – Sue C
  - Harper College.edu – Mike B
- ▶ 12/5 morning – update “Get Plugged In” online document – Sheryl Otto & Linda Mueller
- ▶ 12/5 afternoon – Send voice message to Rapid Notify subscribers requesting that they subscribe to new system – Sue C
- ▶ 12/15 afternoon – Send txt message to Rapid Notify subscribers requesting that they subscribe to new system – Sue C
- ▶ 1/15 afternoon - Send txt message to Rapid Notify subscribers requesting that they subscribe to new system – Sue C
- ▶ 1/18 – Send email message to all students – Sue C
- ▶ 1/19 – Post Face book announcement – Mike B
- ▶ 1/19 – News tip – Mike B to work with Erin to communicate to external news media
- ▶ Post information about the new emergency alert system in January issue of Harbinger (I've requested the publication schedule) – Sue C and Jason
- ▶ 2/1 – Report on how many people have subscribed to the new system – Sue C
- ▶ 2/15 - Send txt message to Rapid Notify subscribers requesting that they subscribe to new system – Sue C
- ▶ 3/15- Send modified voice message to Rapid Notify subscribers stating that system will no longer be available – Sue C
- ▶ 4/1 - Report on how many people have subscribed to the new system – Sue C
- ▶ 4/15 - Send modified text message to Rapid Notify subscribers stating that system will no longer be available – Sue C