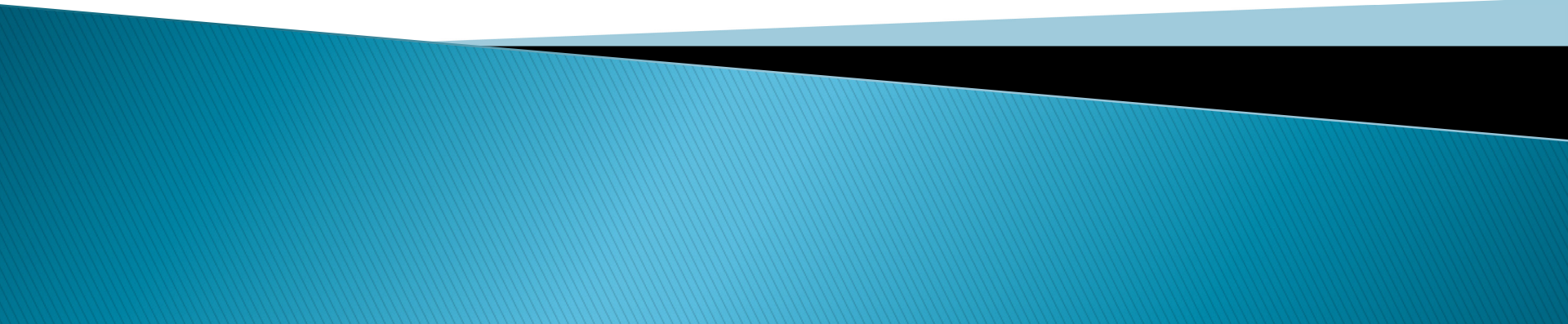


Emergency Notification

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

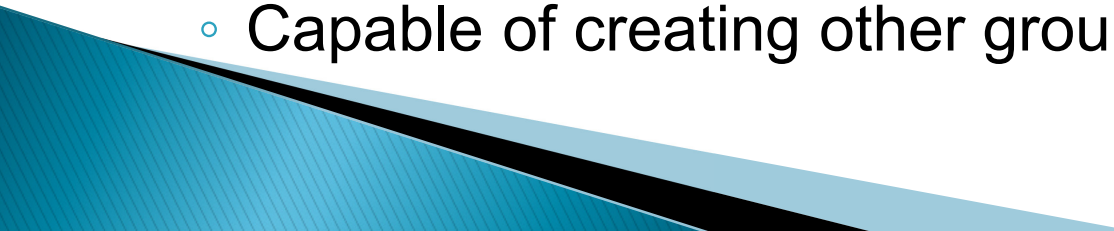
- ▶ RAPID Notify system did not meet our long term requirements in following areas:
 - Text only for emergency
 - Speed of notification
 - List of clients unavailable
 - Lack of message acknowledgement
 - Poor software support
 - Lack of robust feature functionality compared to newer products

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)

**EMERGENCY ALERT SYSTEM**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](#)

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Notification Preferences

Contacts

Contact Information	Type	Status	Actions
scontari@harpercollege.edu	Email	Active	Account Email cannot be removed
(847) 770-	SMS Text	Active	Delete

[Add More](#)

Interests

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

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

Save

Cancel

Logged in as Sue Contarino (scontari@harpercollege.edu)
Current system time is October 30th, 2009 01:09 pm (America/Los_Angeles)

Use of this system is subject to the [Privacy Policy](#) and [Terms of Service](#)
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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 1st 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
- 

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