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
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
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
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)
Phone, Email, and SMS Text Messages

Get the latest communication from Harper College.

Email: 
Password (case sensitive): 

Forgot your password? Click Here

First time user? 
Sign up now

Sign In
Notification Preferences

Contacts

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Type</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:scontani@harpercollege.edu">scontani@harpercollege.edu</a></td>
<td>Email</td>
<td>Active</td>
<td>Account Email cannot be removed</td>
</tr>
<tr>
<td>(847) 770-</td>
<td>SMS Text</td>
<td>Active</td>
<td></td>
</tr>
</tbody>
</table>

Add More

Interests

- In addition to Emergency notifications, I would like to receive the following types of announcements:
  - ☑ General (Weather related closings)
  - ☑ English
  - ☑ Español
  - ☑ HPC (Harper Professional Center / Schaumburg)
  - ☑ Main (Palatine Campus)
  - ☑ NEC (North East Center / Prospect Heights)

Save  Cancel
Emergency Notification

Costs:

- The cost of Rapid Notify was a onetime $2500 setup 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.
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
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