

**EMERGENCY NOTIFICATION**

**Policy Number: G.01.01**

**SCOPE**

All staff, faculty, students.

**PURPOSE**

This policy describes the guidelines for use of the **Connect-ED** Notification System. These guidelines are intended to provide the University with procedures and instructions for the use of the **Connect-ED** Notification System.

**DEFINITIONS**

**Crisis Team**

A small group of administrators who are authorized to report emergency events through the Emergency Notification System. Connect-ED<sup>®</sup> requires the use of the term "Crisis Team" or the dial-in ENS will not work.

**Emergency events**

Events defined by the Institution Emergency Response Plan. Examples include:

- Natural Disasters (Tornadoes, Floods, Thunderstorms, Winter Storms and Extreme Cold, Extreme Heat)
- Aircraft Accidents
- Biological, Chemical, Nuclear, or Radiation Spills and Threats
- Explosions, Fires, Laboratory Emergencies
- Bomb Threats or other imminent violent threats

**ENS**

Acronym for the Emergency Notification System

**Emergency Response Team**

A team whose function is to deal with critical or potentially dangerous situations.

**Recipient data**

Data defined as data provided to the Connect-ED<sup>®</sup> application for use in notifications. This includes multiple phone numbers and email addresses. PeopleSoft data is the source system of record for this information.

**Recipient groups**

Groups are defined as a function provided by Connect-ED<sup>®</sup> which allows for segmentation of Recipients to meet individual campus needs.

**Recipient type**

Type is defined as a function provided by Connect-ED<sup>®</sup> which allows for categorization of Recipients to meet individual campus needs.

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## Routine emergencies

Routine emergencies are defined as emergencies impacting an individual or small group of individuals. Examples include: medical emergencies, contact with a hazardous material, and individual criminal activity (theft, assault or other violent act). The use of this system for routine emergencies reduces its effectiveness in a real emergency; therefore this system will be used for emergency use only.

## Routine utility failures

Routine utility failures are defined as a failure of a utility service impacting a specific building or small area of the campus. Examples include: localized fire alarm, building power outage, elevator failure, plumbing or steam line failure. The use of this system for routine utility failures reduces its effectiveness in a real emergency; therefore this system will be used for emergency use only.

## POLICY/PROCEDURE

### 1. Appropriate Use of Connect-ED® Emergency Notification System (ENS)

The **Connect-ED**® service is used to transmit brief urgent messages to a large segment of UST's population as quickly as possible. The use of this system during a declared campus state of emergency must be authorized by a member of the Crisis Team.

It is strongly recommended that this system be used only for unplanned [Emergency events](#) which have the potential to affect the entire campus. The use of this system for planned events, [Routine emergencies](#) and [Routine utility failures](#) reduces its effectiveness in a real emergency. Use of this system for specific building closures which impact a subset of the campus is also discouraged.

Emergency notifications may include but are not limited to:

- Bomb threats or other imminent violent threats
- Fire alarms, natural gas leaks and hazardous spills affecting the entire campus
- Building evacuations and lock downs affecting the entire campus
- Biological or pandemic emergency notifications
- Natural disasters
- Power outages and utility failures resulting in an imminent threat
- Campus closure due to declared civil emergency
- Severe Weather

### 2. Access Control

#### A. Crisis Team

The Crisis Team is defined as a small group of administrators who are authorized to report emergency events through the Emergency Notification System. The primary and backups are as follows:

Director of Marketing Communications	Primary
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President	Backup
Vice President of Student Affairs	Backup
Vice President of Information Technology	Backup
Chief of Security	Backup

The Director of Administrative Computing and Institutional Research and Director of Central Computer Services are responsible for the Crisis Teams' credentials/access to the system.

### B. Training Requirements

The Crisis Team will attend training twice a year prior to the start of the fall and spring semesters. During training each member will practice sending messages to the team members.

### 3. Connect-ED<sup>®</sup> Recipient Data

The Office of Administrative Computing and Institutional Research will provide both initial load and nightly updates of [Recipient data](#). PeopleSoft has been selected as the source system of record for [Recipient data](#) for Connect-ED<sup>®</sup>.

#### A. Recipients

Recipients are defined as currently employed faculty and staff and currently enrolled students.

#### B. Recipients Types

The current [Recipient types](#) defined in Connect-ED<sup>®</sup> are:

- All
- Student
- Faculty (Full and Part-time)
- Staff (Full and Part-time)

#### C. Recipients Groups

The recipient groups are defined as a specific subset of recipients of any type. The current [recipient groups](#) defined in Connect-ED<sup>®</sup> are:

- Group 1: Crisis Team  
The Crisis Team recipients will include the following people: President, Special Assistant to the President and Vice President for Information Technology, Vice President for Enrollment Management and Marketing, Director of Marketing Communications, and Director of Campus Security.
- Group 2: Emergency Response Team (ERT)  
The ERT recipients will include the following people: President, Vice President for Academic Affairs, Special Assistant to the President and Vice President for Information Technology, Vice President for Student Affairs, Vice President for

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Marketing and Enrollment Management, Vice President for Finance, Vice President for Institutional Advancement, Director of Central Computing Services, Director of Campus Security, Campus Security Sergeant, Director of Technology Support Services, Dean of Students, Director of Residence Life, Director of Administrative Computing and Institutional Research, Assistant Vice President of Campus Life, Assistant Vice President of Facilities Operations, Executive Director of Counseling and Disability Services, Registrar and Dean of Academic Records, Director of Marketing communications, Director of Network and Campus Computing, Associate Vice President of Administrative Services.

### D. Updating Recipient Data - DATA MAPPING

Below are the data elements mapped from the PeopleSoft database to Connect-ED.

Connect-ED Data Elements	PeopleSoft Data Elements	
	<u>Students</u>	<u>Staff/Faculty</u>
HomePhone	HOME	HOME
WorkPhone	BUSN	CAMPUS
MobilePhone	CELL	CELL
HomeAlternate	OTHER	OTHER
WorkAlternate	N/A	BUSN
MobileAlternate	N/A	N/A
PrimaryPhone	HOME	HOME
TTYPhone	TTY	TTY
EmailAddress	CAMPUS	CAMPUS
EmailAddressAlt	HOME	HOME
SMSAddress	TXT	TXT

### E. Opt Out Process

Opt Out functionality is NOT currently available to recipients at this time due to the nature of emergency notifications.

## 4. Process for Utilizing Emergency Notification System

### A. Planning Emergency Notification

- Prepare emergency notifications in advance in writing only.
- It is NOT recommended that emergency messages be pre-recorded in the Connect-ED<sup>®</sup> application in advance; as it is very, very easy to accidentally send these messages.
- Train Crisis Team two times per year.
- Conduct regular tests of the Emergency Notification System.
- Publish information about the Emergency Notification System on [www.stthom.edu](http://www.stthom.edu) and myStThom and update as appropriate.

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### B. Sending Emergency Notification Message

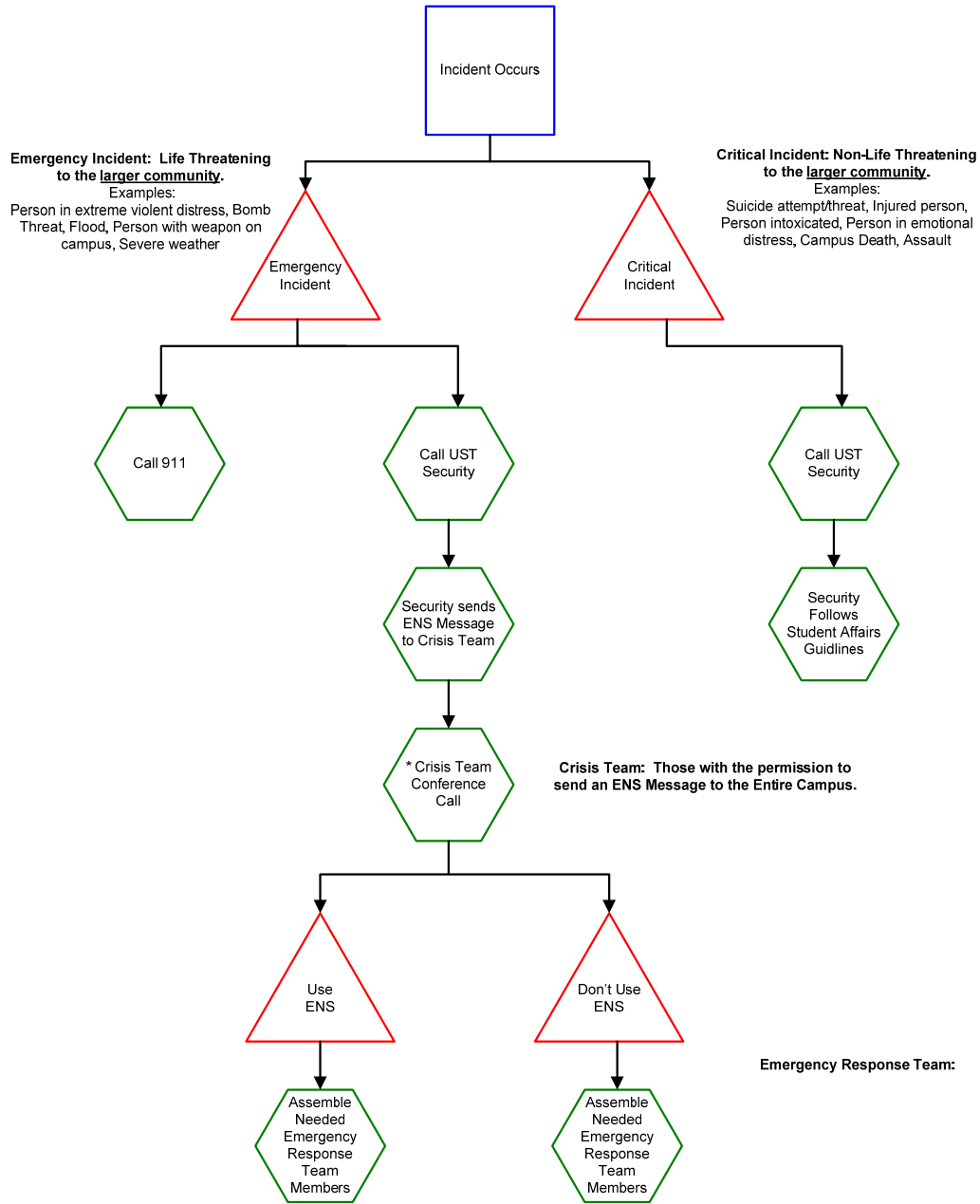
- Only initiate the Emergency Notification System based on requests from authorized personnel.
- Call and/or notify as many of Crisis Team together.
- Call a meeting with Emergency Response Team, if necessary.
- There are 2 mechanisms for sending out emergency notifications: web-based and phone-based. Connect-ED<sup>®</sup> users can immediately evacuate if required and initiate the message via phone. If sent by phone, please note recipients will receive the message on their phones only. Email and SMS/text messages will not be sent.

### C. Evaluating Emergency Results

- Evaluate notification results after emergency notification.
- Be prepared for feedback both positive and negative.
- Have a Recipient Data Update Process in place and communicate it within your Emergency Results Email.
- Share results with Senior Administration, Crisis Team and Emergency Response Team.
- Communicate to all recipients of the emergency notification after evaluation of the results.

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## D. Emergency Response Flow Chart For Triggering the Emergency Response System



Note: For critical yet non-immediate threats (such as severe weather), the process will begin at this (\*) stage and initiated by one of the Crisis Team Members

**APPROVED: Dr. Robert Ivany**

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