

Emergency Notification Systems

ABOUT THE SYSTEMS

The University maintains at least two emergency notification systems for the CSU community:

1. Primary: **Voice Emergency Notification Systems (VENS)** using voice announcements over the CSU fire alarm system speakers.
2. Secondary: **CSU Alert** using any or all of the delivery methods you select:
 - Voice message (mobile and/or land-line)
 - Text message
 - E-mail



WHEN YOU WILL RECEIVE AN EMERGENCY MESSAGE

Emergency messages are only broadcast by the authority of the University President, Provost, or select members of the Campus Safety division. Aside from bi-annual tests, you will only receive a message utilizing the systems if it is an emergency. The systems are not used for non-emergency messages.

Situations for which one or both systems may be used include, but are not limited to:

- Campus closings (weather, utilities, etc.)
- Building Emergencies (utilities, HAZMAT incident, major fire, etc.)
- Potential life-threatening situations on campus
- Activation of Emergency Response Teams

CSU Alert will broadcast messages as quickly as technically possible. Typically, recipients confirm receipt of a message within 1-minute to 30-minutes after the initial broadcast. Message broadcast to all can depend on how quickly you acknowledge your first notification message (freeing-up resources for a quicker notification to others), the amount of traffic on the assorted networks, and the number of subscribers.

RESPONSIBILITY

You are responsible for ensuring that your up-to-date information is on-file with the University so that you will be notified via CSU Alert in the event of an emergency. The information that you initially provided to the University when you entered as a student or employee will be used for CSU Alert broadcasts. To update your information anytime, go to your CampusNet account: <https://campusnet.csuohio.edu/login.jsp>

CSU Alert will attempt to contact you through each delivery method that you selected. If notified of an emergency, you **MUST** acknowledge receipt immediately upon receiving the emergency message; otherwise, the system will cycle through each delivery method you selected and may also repeat attempts. Aside from you being interrupted unnecessarily repeatedly, any delayed acknowledgement on your part can delay others from receiving an emergency message because the system is busy attempting to receive an acknowledgement from you.

TESTS

Both systems are tested at least twice a year, and a courtesy notice will be posted on the CSU main webpage and e-mailed via the "Campus Mailbag" forewarning you of a test. If you do not receive the CSU Alert test message, then either you opted-out of the notification database (see above to update your account) or your delivery device(s) blocked the message (spam, IM privacy setting, etc.). It is your responsibility to ensure that your device(s) accepts CSU Alert messages.

If you are no longer a student or an employee, you should not expect to receive CSU emergency messages.

COST OF THE SYSTEMS

CSU pays the entire cost of the systems, except participants are responsible for any charges their service provider may charge for receiving CSU Alert messages (text, e-mail, etc.).

ADDITIONAL INFO.

For additional information regarding the University's *Emergency Notification Plan*, you may view the entire plan at: http://www.csuohio.edu/sites/default/files/ENP_Aug2015.pdf

For questions regarding VENS or CSU Alert, please contact the Access Control & Security Systems department at (216) 687-5386. http://www.csuohio.edu/sites/default/files/media/access_security/documents/emergencynotificationsystems.pdf

For an emergency, call CSU Police Dispatch by dialing 9-1-1 on any campus phone. Mobile phone (cellphone) users and any off-campus caller may dial 9-1-1 and ask to be transferred to CSU Police, or they may call CSU Police directly at (216) 687-2020.

VENS and CSU Alert

The Voice Emergency Notification System (VENS) and CSU Alert are multi-modal, all-hazards emergency notification systems that include all of the communications methods listed below. Based upon a variety of factors, CSU Emergency Management and Campus Safety officials will determine which method, or combination of methods, should be utilized to communicate with the university community during an emergency.

In true emergency situations, messages to students, faculty and staff will be given priority over parents, spouses, significant others, and others that may not be on campus or directly impacted by the emergency.

Each event/emergency is unique. The message for each event/emergency will also need to be unique. Campus Safety leadership will determine the final message prior to activation.

If there is a situation on campus that threatens the health and safety of our students, faculty, staff and visitors, CSU Campus Safety officials will warn our campus community using one or more of the following methods:

- **csuohio.edu** web page
- Text messages to cell phones
- Voice messages to cell phones
- Voicemail to cell phones
- Email
- Building Alarm/Speaker Systems
- CSU Marketing and PD Facebook
- CSU Marketing and PD Twitter
- Voice messages to campus telephones
- WCSB Radio 89.3 FM

Additional information or follow-up instructions may be also provided through any of these resources if the Department of Campus Safety determines that providing such information would be helpful to promote safety or to respond to the situation.

Please note that Timely Warnings, are issued by the CSU Police Division. These alerts are distinct from Emergency Notifications. Timely Warnings provide information about crimes that have already occurred but still pose a serious or continuing threat. The CSU Alert emergency notification system will be activated if the campus community is under an immediate threat from a significant emergency or a dangerous event and must take immediate action to remain safe and secure. Timely Warnings will be issued to make the general public aware of a crime or series of crimes to help them be better informed and more vigilant of potential dangers on and near campus. CSU encourages the campus community to pay close attention to both Timely Warnings and CSU Alert messages to remain informed of crime activity and emergencies on campus.