

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: **CSUalert** 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

CSUalert 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 CSUalert 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 CSUalert broadcasts. To update your information anytime, go to your CampusNet account: <https://campusnet.csuohio.edu/login.jsp>

CSUalert 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 CSUalert 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 CSUalert 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 CSUalert 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/offices/accesssecurity/>

For questions regarding VENS or CSUalert, please contact the Access Control & Security Systems department at (216) 687-5386. <http://www.csuohio.edu/offices/accesssecurity/>

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.