



## SSU ALERT: Emergency notification System FAQ

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### What is an SSU Alert?

SSU Alert is the name chosen by Savannah State University for the mass notification system. Effective communication is one of the major challenges in emergency management. SSU Alert will be used to improve our ability to communicate prior to, during, and after emergencies. ALERTS will go to ALL of the registered numbers for students, faculty and staff. The system can push out thousands of messages within minutes.

### Who is eligible to sign up for SSU Alert?

All Savannah State University students, faculty, and staff with a valid Id and password are eligible.

### **How many phone numbers and email addresses can I put in when signing up?**

Typically, most registrants need only reflect one or two phone numbers (e.g. cell and office) to ensure they will be able to receive emergency announcements but significantly the Connect-ED number should be updated and current.

### **Can I include "long distance" phone numbers?**

Nationwide numbers are accepted. The system will not accommodate international numbers.

### **Will I get the same message by telephone, text message and e-mail?**

They will all contain the most important information and instructions. Because of length limitations, the text and phone messages will be shorter.

### **How will the SSU Alert system be used for emergency announcements?**

SSU Alert system will **support** the Emergency Preparedness Plan and is one of Public Safety's Emergency Notification Systems.

### **What types of situations will call for use of this system and how will the University determine when to use this system?**

This system will only be used to communicate in a time of true emergency. It is difficult to predict exactly what those might be, but some examples are situations in which the safety of our campus community is at risk, such as a fire, a tornado or an intruder.

### **Will alerts be issued 24/7?**

Yes. Because it is impossible to track which Savannah State University students, faculty, and staff may be on the campus at any given time, when any situation warrants use of this system, the notification will be issued regardless of the time of day or night.

### **How will I tell the difference between an alert from the University and other text messages e-mails I get in any given day?**

E-mail messages will appear with the subject line "**SSU Alert**". The text sender will appear as **SSU ALERT**.

### **Why should I sign up for more than one way to get any messages?**

An emergency can happen at any time and while you are in any place. Having more than one way for the Savannah State University to contact you helps ensure that you will get the necessary notification and information as quickly as possible. **THE EMERGENCY ALERT WILL BE SENT TO EVERY number in PAWS and Tiger Self Service.**

**How will the privacy of my information be protected?**

The University's privacy policies protect all student, staff and faculty private information. In addition our contract for the use of Connect-ED prohibits that company from sharing any of your private information.

**How is my contact information updated?**

Individuals must update their contact using PAWS or Tiger Self-Service. Users are responsible for making all updates when it changes.

**Is there a charge for utilizing SSU Alert?**

No, the University will not charge a fee for the alert system. However, if you elect to receive text messages, you may incur charges from your carrier for any messages sent to your number.

**I heard that my classmate received a voice message from SSU Alert but I did not. Why?**

It is possible that we do not have your contact information loaded in PAWS, or it may be inaccurate. Please visit PAWS to update and/or verify your information.

**Can I sign up to receive text messages on more than one cell phone?**

No. You can only receive text messages at one cell phone number. You can opt to receive voice messages on multiple phone numbers. EMERGENCY MESSAGES WILL BE SENT TO ALL PHONE NUMBERS IN PAWS OR TIGER SELF- SERVICE.

**Can I receive both text and voice messages on the same cell phone?**

Yes. You must enter the cell phone number in both the text message box and the additional phone numbers box.

**When entering data for use by the Connect-ED system, may one include contact information for spouse or significant other so that they too will be alerted during emergencies?**

No. Connect-ED notifications are directed solely to the SSU community member.

**When entering data for use in the Connect-ED system, may a person only include a text message address, but no phone numbers?**

The Connect-ED system requires at least one valid phone number in order to accept the entire record for a specific person. We will be loading faculty/staff home phone numbers, office phone numbers and cell phone numbers if furnished. For students, we will load all phone numbers and cell phone numbers if furnished.