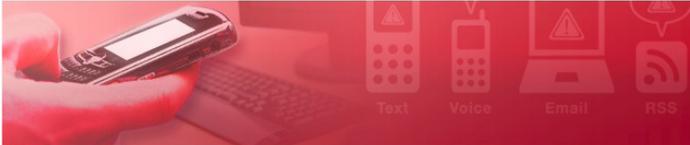


## CGCC Emergency Notification Systems

At Chandler-Gilbert Community College, the safety and well-being of our students, faculty, and staff is of primary importance. It is our hope that you will familiarize yourself with the emergency notification systems listed below. In the event of an emergency, CGCC will use these systems to communicate instructions and other vital information during a crisis situation.

CGCC has created a multimodal crisis communications plan in an effort to maximize communication efforts during an emergency. In addition to the systems listed below, CGCC may use fire alarms, the college's homepage, and CGCC's emergency hotline number (480-731-8900) to communicate with students and their families, as well as faculty and staff, in the event of an emergency. Emergency Notifications Systems are tested at a minimum annually and in many cases every semester.

### CGCC Alert



#### What is CGCC Alert?

CGCC Alert is Chandler-Gilbert Community College's emergency notification system that will help ensure rapid and reliable mass communication to students, faculty, and staff. The CGCC Alert system is designed to communicate with cell phones via a text message, and email systems, should a crisis or emergency situation occur at any of CGCC's three locations.

Students should update their contact information in the Maricopa Online Student Center at [my.maricopa.edu](http://my.maricopa.edu) in order to receive a CGCC Alert notification in the event of an emergency.

CGCC has contracted with Rave, a leading global provider of mass notification solutions, to provide this service.

#### How does the CGCC Alert notification system work?

During an urgent situation, the CGCC Alert system will send a text message (SMS) to your mobile device and to your Maricopa Student Email. When you receive the message, it is very important that you confirm receipt when prompted.

#### When will I receive an alert message?

With the exception of periodic tests, you will receive a message ONLY when a situation arises that disrupts normal college operations and that may place students, faculty, staff, or visitors at risk. A college lockdown, evacuation, or necessary college closure are a few examples of emergency notification messages. The college will send out a CGCC Alert notification message only after carefully assessing a situation and determining that it is serious enough to warrant universal notification.

## **Do students need to sign up for this service?**

No. All currently enrolled students are automatically signed up for the CGCC Alert service. In order to receive a message in an emergency situation, it is vital for all CGCC students to update their personal contact information in your Student Center at my.maricopa.edu. Please login with your MEID and password to review and update your cell phone number and email address. The reliability of this system is dependent on the accuracy of contact information to ensure you will receive an alert in the event of an emergency.

## **Do employees need to sign up for this service?**

No. All employees are automatically signed up for the CGCC Alert service. In order to receive a message in an emergency situation, employees should update HRMS personal contact information. Login with your MEID and password to review and update your cell phone number and email address. The reliability of this system is dependent on the accuracy of contact information to ensure you will receive an alert in the event of an emergency.

## **What should I do when I receive a CGCC Alert?**

There are three things you should do when you receive a CGCC Alert notification message:

1. Read the message - don't ignore it!
2. Alert other people. During classes, professors and other students may have their cell phones turned off. If you are a student in a classroom, please advise the professor so that he or she may assist in taking appropriate action. If you're at work, let your coworkers know about the alert. It's very important to help spread word of the emergency notification.
3. Follow the instructions given with the message. The instructions will be direct and specific to the particular situation. Be sure to follow them carefully. If the situation requires it, additional messages will be transmitted to update you.



### **Alertus Notification Beacons**

Alertus Notification Beacons are located in common areas and hallways of buildings throughout the college. In the event of an emergency, these beacons will be activated and will use an integrated siren, strobe, and message display to notify building occupants of a threat or crisis.



## **Voiceover IP Phone/Paging System**

IP telephones with intercom paging capabilities are currently located in all classrooms, selected offices and in the common areas of buildings at CGCC. In the event of an emergency, CGCC will be able broadcast messages through these phones as well as send an emergency message that will appear on the telephone's display.

CGCC will use this telephone system to communicate vital information and instructions to students, faculty, and staff in the event of a crisis.



## **Emergency Broadcast Telephone Towers**

Red emergency broadcast telephone towers, topped with blue strobe lights, are located at perimeter entrances to the Pecos and Williams campuses. In addition to giving CGCC the capability to broadcast emergency messages to the college campus, these phones can also be used by students who need to call CGCC College Safety for assistance.

In the event of an emergency broadcast, college officials will use this powerful broadcast system to communicate vital information and instructions to students, faculty, and staff during a crisis.