



**WILLIAM
PATERSON
UNIVERSITY**

GET *Connect-ED*[®]!



WPUNJ's

EMERGENCY NOTIFICATION SERVICE

Faculty and Staff Edition

William Paterson University has implemented *Connect-ED* as its multi-modal communication alert service providing university leaders with the ability to reach all students, faculty and staff with time-sensitive information within minutes.

The University selected Blackboard *Connect-ED* by the NTI Group because of its successful track record. This service was built exclusively for post-secondary institutions using the experience gained in delivering hundreds of millions of messages for K-12 educators.

Connect-ED enables campus leaders to schedule, send, and track personalized voice messages at up to six phone numbers and two email addresses per person.

- ✓ Voice messages to home, alternate phone, and cell phones
- ✓ Text messages to cell phones, PDA's and other text based devices
- ✓ Written messages to University and alternate email accounts
- ✓ Messages to TTY/TDD receiving devices for the hearing impaired.

Participation in the *Connect-ED* service at William Paterson University is **optional**. We strongly encourage all faculty and staff to do so. The information that you supply is considered confidential and will not be shared. You will only be contacted through the system in the event of an emergency.

This system augments existing policies and procedures for handling emergencies by accelerating the notification process.

The system is used for situations which involve potentially serious disruptions of regular activities or threats to the health and well-being of students, faculty and staff. The University President or his designee and the Chief of the University Police have the authority to activate the system.

William Paterson University will activate **Connect-ED** in cases of a major emergency that affects the campus and the campus community (in whole or in part):

- ✓ Weather related campus closings or delays
- ✓ Natural disaster (such as blizzard, hurricane, ice storm, earthquake, flood, etc.)
- ✓ Man-made disaster (fire, chemical spill or release, etc.)
- ✓ Active shooter (suspected or confirmed active shooter on campus or near campus)
- ✓ Timely warnings for compliance with Clery Act as appropriate
- ✓ Other major emergency as determined by the President's Cabinet.

Connect-ED will not be used for:

- ✓ Routine campus announcements/news
- ✓ Roads or parking lot closings (unless they are related to an emergency)
- ✓ Other routine information dissemination.

The University recognizes the important role that immediate communications during critical emergencies plays in keeping our

community safe, minimizing the spread of misinformation and providing detailed instructions when necessary.

To OPT-IN is quick and easy:

- Go to www.wpunj.edu and click on **wconnect**.
- Enter your username and password. New employees have received a username (combination of last name, first initial and possible number) and password (9 digit Banner ID number) provided by Information Systems.
- Once logged in click on Emergency Notification Service under WPUNJ Default Bookmarks.
- Enter your cell phone number and indicate whether or not you want to receive text messaging.
- You may also enter an alternate phone number and an alternate email to receive these type of messages.
- Check – I approve use of this information for emergency notification purposes
- Select Submit.

At any time information needs to be changed, return to this page, change the information and submit.

Connect-ED[®] Frequently Asked Questions

Question: How does the **Connect-ED[®]** notification service work?

Answer: The **Connect-ED** service combines the power of the Internet with the pervasiveness of the telephone to give users an affordable and easy-to-use tool to reach out to their communities. Users record a voice message in their own voice using just a telephone or type a message to be sent to text receiving devices.

Question: What is multi-modal communication? Are text messages alone sufficient?

Answer: With the **Connect-ED** service, campus officials can reach their community members in their own voice (at landlines, cell phones, and via e-mail) and via text messages (at cell phones, PDAs/other text receiving devices, e-mail accounts, and TTY/TDD receiving devices for the hearing impaired).

During a time-sensitive situation, multi-modal communication is critical as it is a more comprehensive way to reach people in the environment they may be in at the moment an issue arises. Communication is sent simultaneously to all available contact points for each person. Relying on any single way to reach constituents (whether it is through just voice calls or just SMS) introduces a single point of failure. Additionally, text messages to cell phones, while a great back-up communication medium, is not stable enough to rely upon solely for time-sensitive commu-

nication. Cellular carriers did not design SMS (Short Messaging Service) as a reliable medium for transmitting high volume, time-sensitive communication within geo-centric communities (such as a college campus). As with any communication vehicle, it is important to combine voice, text-messaging, and e-mail to better ensure that you can reach your community in as many ways possible.

Question: **What contact data should I provide the University?**

Answer: William Paterson University automatically downloads to the Connect-ED system from your employee profile your permanent address, phone number and University email account. In addition you may also enter an alternate phone number and email address. The best emergency contact number is probably your mobile phone representing your text messaging device too.

Question: **I heard that my colleague received a voice message from the University but I did not. Why?**

Answer: It is possible that we do not have your contact information loaded in the **Connect-ED** service, or it may be inaccurate. Please use the employee web portal to verify your information. If your permanent record is inaccurate please contact the Human Resources Office to update this information.

Question: **I heard that my colleague received a SMS (text) message on the cell phone from the University but I did not. Why?**

Answer: To receive text messages, you will need to provide the university with your mobile phone number. Please refer to the employee web portal page to enter it on the **Connect-ED** system.

Question: I received the message in my email inbox, but when I clicked the link to play the message nothing happened. Why?

Answer: You may not have a default media player like Windows Media Player or Quicktime installed. Download these players from www.microsoft.com or www.apple.com and install on your computer to listen to messages.

Question: I received the message but I missed the information. What should I do?

Answer: While on the call, you can replay the message by pressing the star key (*) at the end of the message. You may also check your email to locate the link for that message.

Question: I received the message but it kept looping/repeating. Why?

Answer: The system does its best to detect whether it has reached a live person or an answering machine. Sometimes loud ambient noises may cause the system to loop. If this happens, use the mute feature on your phone or move to a quieter location to prevent the message from looping or repeating.

Question: I see a caller ID display of 973-720-2000. Who is this?

Answer: When the University sends a call out using the **Connect-ED** service, it will always display Caller ID information. Please save this number on your cell phone as a contact (eg. "William Paterson University") to represent it's the university calling you. so that you can quickly recognize this number as the official source of William Paterson University messages.

Connect-ED[®] Frequently Asked Questions about SMS/Text Messaging

Question: What happens after I opt-in for text messaging via the web portal?

Answer: The **Connect-ED** service will automatically send a text message to your mobile phone to confirm your request. This occurs during business hours between 10am—6pm PST.

Question: What will the confirmation message say?

Answer: The confirmation message will read the following:
WPUNJ: You are now confirmed to receive alerts from us. More info text reply “HELP” or “STOP WPUNJ” to opt-out.

Question: From what number will these text messages display?

Answer: 23177 will be the number display as the text messaging number sending you the confirmation message and all subsequent messages. Please save this number and program it as WPUNJ so that you can quickly recognize this number as the official source of the University’s messages.

Question: When will I receive the confirmation message?

Answer: The University uploads data to the **Connect-ED** service on Monday and Friday morning. You should expect to receive the confirmation request to arrive the following day.

Question: I did not receive a confirmation message. What happened?

Answer: Please check with your mobile phone provider to find out if your device accepts text messages. You may also want to check with your provider to see if

text messaging has been enabled. You may need to subscribe to a text messaging plan in order to receive or reply to text messages.

Question: **I did not receive a confirmation message because my phone wasn't text enabled. I have since contacted my mobile phone provider to enable it. Do I need another confirmation message sent?**

Answer: No. If your SMS phone was already submitted to our database, you should be confirmed to receive SMS alerts from us. However, you may also test to find out by texting the word "SUBSCRIBE" to 23177 and you will receive a reply with the following:
WPUNJ: This phone number has already been opted in. More info text reply "HELP" or "STOP WPUNJ" to opt-out

Question: **How do I opt-out?**

Answer: You may opt-out at any time by texting "STOP WPUNJ" or "QUIT WPUNJ" to **23177**.

Question: **What if I opted-out but later decide I would like to opt-in again?**

Answer: You may request to begin receiving text messages by texting "SUBSCRIBE WPUNJ" to **23177**.

Question: **If I change mobile phone providers but keep the same number, do I need to opt-in again?**

Answer: No. Once your phone number has been opted-in, it stays registered within the system. If you have a new number, please return to the original sign up page in WPCconnect and change your phone number and submit

Additional Emergency Notification Information

Please do not call University Police for information regarding cancelled classes, closings or road conditions.

2. **ACCESS THE UNIVERSITY HOMEPAGE AT**
www.wpunj.edu regarding the status of operations.

3. **CHECK YOUR UNIVERSITY EMAIL ACCOUNT:**
lastnamefirstinitial@wpunj.edu

4. **ANNOUNCED ON THE FOLLOWING RADIO AND TV STATIONS.**

RADIO STATIONS

WGHT	1500 AM
WHCY	106.3 FM
WINS	1010 AM
WSUS	102.3 FM
WNNJ	1360 AM/103.7 FM

TV STATIONS

NEWS 12 NJ

WNBC

WINS has a website, www.1010wins.com that will list school closings.

In case of an emergency on campus call

**UNIVERSITY POLICE, at 2301
911 CALLS FROM A CAMPUS PHONE ARE
DIRECTED TO UNIVERSITY POLICE**

EMERGENCY NUMBERS

UNIVERSITY POLICE	973-720-2301
HEALTH & WELLNESS CENTER	973-720-2361
STUDENT DEVELOPMENT	973-720-2218

In addition to the **Connect-ED** system, the following means are available to obtain Weather related emergency closing information:

1. **WEATHER EMERGENCY NUMBER -
973-720-2475**
(This number is printed on the back of your
WPU ID card.)

A Recorded message regarding cancelled classes, closings, delayed openings or early releases is posted to the Weather Emergency Number. Please dial this number to hear the status of University operations.

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Office of Telecommunications
College Hall 220
973-720-2597