

NWACC EMERGENCY NOTIFICATION SYSTEM: FREQUENTLY ASKED QUESTIONS

Q: HOW WILL I BE INFORMED DURING AN EMERGENCY?

A: NWACC utilizes multiple redundant systems to disseminate emergency communications, including mobile and a facilities-based mass emergency notification system. The College utilizes multiple tools to alert students, faculty, staff, and visitors, as outlined below:

- **LiveSafe Smartphone App** (*Receive Alerts, report concerns, and one-touch call and texting with DPS*)
- **(BC)Alert:me** (*Benton County ALERT text messaging system*)
- **Mass Emergency Notification System** (*facilities based system with boards and speakers located throughout campus*)
- **Office Speaker Phones** (*With IPCelerate/Quicklert integration*)
- **Email & Social Media** (*Facebook & Twitter*)
- **Department of Public Safety Police Officers and Security Officers**

Q: DO I NEED TO SIGN UP? IF SO HOW DO I SIGN UP?

A: The facilities-based mass notification system requires no sign up. The LiveSafe smartphone application and the (BC)Alert:me system require opting in.

To download LiveSafe, go into the Apple App Store or Google Play and search for the app then follow the steps to create an account.

To sign-up for the (BC)Alert:me (Benton County ALERT) system, visit www.bcalert.com and create an account. Remember to select NWACC as an alert you wish to receive.

Q: WHAT SHOULD I DO WHEN I RECEIVE AN ALERT?

A: Follow the direction of the alert message unless doing so will place you in greater danger. NWACC-issued warnings are intended to support decisions for personal safety. When you become aware of a warning, make sure others around you are also aware of the potential danger. DO NOT respond to the scene of an emergency unless directed to do so. In addition to the possibility of becoming injured, your presence could interfere with the work of emergency response personnel.

Q: WHY ARE THE WENS BOARDS BEING REPLACED? WHY ARE SOME OF THE CLOCK FEATURES NOT WORKING?

A: The facilities-based emergency notification WENS boards are being replaced with an IP based Mass Emergency Notification System that allows the College to more easily integrate system components, and increases the speed and reliability of notifications. Because this system integrates with the phone system and each device covers a larger area, the boards will not be replaced at a 1:1 ratio. However, the effectiveness of the system is a significant improvement. You can quickly tell the two systems apart because the new notification boards have silver metal cases.

Q: WHAT KIND OF SITUATIONS WILL THIS NOTIFICATION PROCESS BE USED FOR?

A: The College will send you messages only when circumstances arise posing a threat of imminent danger. Emergencies such as, but not limited to, fire, tornado, hazardous materials spill, or an act of violence. The system will also be used for Timely Warning as identified by the Jeanne Clery Act.

Q: WHAT IS THE JEANNE CLERY ACT?

A: The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act

(Clery Act), as part of the Higher Education Opportunity Act, is a federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies. All public and private institutions of postsecondary education participating in federal student-aid programs are subject to this requirement. The Clery Act requires colleges and universities to:

- Publish an annual report disclosing campus security policies and documenting three previous calendar years of select campus crime statistics.
- Provide crime statistics to the U.S. Department of Education.
- Issue **timely warnings** about Clery Act crimes which pose a serious or ongoing threat to students and employees.
- Keep a public crime log accessible to the public.
- Uphold basic rights for survivors of sexual assault.

Campus crime, arrest and referral statistics include those reported to the NorthWest Arkansas Community College Police Department, those designated as Campus Security Authorities, and law enforcement agencies who provide services to NorthWest Arkansas Community College owned and leased properties.

The Clery Act is named in memory of 19-year-old Lehigh University freshman Jeanne Ann Clery, who was raped and murdered on April 5, 1986, while asleep in her residence hall room. Her parents, Connie and Howard Clery, later discovered that students hadn't been told about 38 violent crimes on the Lehigh campus in the three years before her murder. They joined with other campus crime victims and persuaded Congress to enact this law, which was originally known as the "Crime Awareness and Campus Security Act of 1990." A 1998 amendment formally named the law in memory of Jeanne Clery.

Q: ARE THESE SYSTEMS TESTED?

The systems are tested multiple ways on a scheduled bases to ensure effectiveness.

Q: WILL THE MASS EMERGENCY NOTIFICATION BOARDS BE USED FOR WEATHER-RELATED CLOSURES?

A: The mass notification boards will be used only for weather-related emergencies if there is imminent danger, such as tornados, winter storms, or other severe weather events which might impact the College's normal business operations.

Q: HOW LONG WILL IT TAKE TO GET A MESSAGE WHEN SOMETHING IS HAPPENING?

A: It depends on the situation, but these systems are designed to deliver essential information quickly.

Q: WILL I HAVE TO PAY FOR THE SMARTPHONE APPLICATION?

A: The LiveSafe smartphone application and (BC)Alert:me are free of charge.

Q: WHAT DO I DO IF MY CONTACT INFORMATION CHANGES?

A: For the mass emergency notification system, information changes will have no impact. If your phone number or email address changes, you should update your contact information in the *Alert:me*/Benton County text messaging alert system, found at www.bcalert.com. If you obtain a new smartphone, repeat the download process for the LiveSafe smartphone app on your new device.

Q: WILL MY PERSONAL CONTACT INFORMATION BE KEPT PRIVATE?

A: Your information will be kept confidential and only used for the emergency notification process.

Q: WHO DO I CONTACT IF I DIDN'T GET A MESSAGE DURING A THREATENING SITUATION?

A: Please contact Teresa Taylor, Interim Executive Director for Policy, Risk Management and Compliance at 479-619-4188 or ttaylor19@nwacc.edu or Brandon Massey, Risk Manager, at 479-619-5173 or bmassey@nwacc.edu.

Q: IF I STILL HAVE QUESTIONS WHO CAN I CONTACT?

A: **Teresa Taylor**, Interim Executive Director for Policy, Risk Management and Compliance at 479-619-4188 or ttaylor19@nwacc.edu or **Brandon Massey**, Risk Manager, at 479-936-5173 or bmassey@nwacc.edu or the **Department of Public Safety** at 479-619-4229 or departmentofpublicsafety@nwacc.edu.

The NWACC Department of Public Safety and Office of Risk Management are committed to providing a safe and resilient environment that enhances the learning experience and supports the College's educational mission.