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Eagle Alert System

Submitted by: Joe Ruhland

1/27/2011

Question:

Will the Office of Public Safety, IT Services and the Office of Marketing and Communications commit to jointly working with ADP to allow faculty and staff the option to house personal contact numbers on ADP's HRIS system while at the same time not sharing those numbers with the administrators of Eagle Alert?

Rationale:

On Sunday, December 5 and Tuesday, December 7, Eagle Alert calls were triggered at approximately 4:30am and 3:15am, respectively, to alert the university community to armed robberies on the periphery of campus. Calls at these times are intrusive and of little value to the vast majority of faculty and staff.

Eagle Alert is managed jointly through the Office of Public Safety, IT Services and the Office of Marketing and Communications.

(http://welcome.georgiasouthern.edu/publicsafety/EagleAlerts.htm)

According to the Public Safety website: (http://welcome.georgiasouthern.edu/publicsafety/EagleAlerts.htm),

"Georgia Southern University requires that all students, faculty and staff participate."

According to the Emergency Messaging System section of my.georgiasouthern.edu, "Once you have updated your data in Employee Self Service, it will take 24 hours for the updates to display in My.Georgiasouthern".

This implies that Public Safety employs data housed on ADP's system to direct Eagle Alert calls.

While deleting contact information from ADP will eliminate calls from Eagle Alert, doing so is not an optimal solution. Such deletion leaves the faculty, staff and the administration exposed to increased risk in the event university officials or police need to make emergency contact with specific faculty or staff members when they are not in the office. Regarding attempts to garner information, I have no direct ability to reach nor

dictate system changes to ADP. Public Safety (Chief Russell) has informed me that they do not manage the system.

Response:

Georgia Southern Faculty and Staff,

Beginning today, you now have the ability to select how you are contacted/alerted by the Eagle Alert Messaging System in the event of an emergency.

The new feature gives you the opportunity to opt-out of receiving voice or text messages on your home and/or cell phone. All faculty/staff will continue to receive emergency communications via their office phone and e-mail.

"While we are providing an option to opt-out of being contacted at home or via a cell phone in the event of an emergency, we are strongly encouraging faculty and staff to continue to be contacted at work, home, and cell phone," said Mike Russell, Director of Public Safety and Chief of the Georgia Southern University Police Department. "By opting out of one or more of these contact methods, you are decreasing your chance of being notified of an immediate emergency on campus."

"Our primary goal for implementing the system was to expand our ability to notify the campus community in the event of an emergency," said Christian Flathman, Director of Marketing and Communications. "We continue to emphasize that the Eagle Alert system is just one method to contact members of the institution in the event of an emergency. Because of its functionality it is one of the most efficient ways that we can reach a large audience in a timely manner."

Faculty/Staff wishing to opt out of being contacted at home or via cell phone may change their emergency contact settings by following the below steps:

1. Login to My.GeorgiaSouthern.edu

2. Select Personal Settings (left side of page)

3. Select Change your Emergency Messaging Options

4. Uncheck all numbers you do not wish to receive (work phone and e-mail are required).

5. Select Submit Changes

If you have previously changed your emergency contact information to avoid being contacted at home or mobile, please be sure to change your numbers back through ADP (portal.adp.com) to ensure that the University has correct emergency contact information on file in case of a personal emergency (personal injury, etc.).

If you previously opted out of the system via a text message on your mobile device/phone, in order to opt back in to receive text messages, you will need to request to begin receiving text messages by texting "SUBSCRIBE EALERT" to 23177.

INCORRECT NUMBERS: When you login to modify your messaging options, if the phone numbers listed for you are incorrect, please login to ADP (http://portal.adp.com) and update your emergency contact numbers. You should ensure that all numbers in ADP are accurate for work/personal emergency notification.

The SEC approved this request and referred it to Christian Flathman, Director of Marketing and Communications.

Posted 2/9/2011: Steven Burrell to Ron Stalnaker: The PC approved the proposal to allow employees to use my.georgiasouthern to select if their ADP registered home or mobile numbers are used in Eagle Alert. Essentially faculty and staff will have the ability to use a web interface via the portal to opt out of these locations. Work telephone will be included-and is not subject to opt-out status. Ron, please initiate the necessary steps to bring this system into production and initiate a communications plan. From Ron Stalnaker to Steve Burrell - We met with the technical team and Christian and we are targeting the new service to be available inside of MyGSU on Thursday 2/17. Marketing and Communications is currently updating web content to reflect the new policy and FAQs (georgiasouthern.edu/eaglealert) and communication of the new service will go out on 2/17.

Minutes 2/17/2011: Request for Information: Eagle Alert System

Given recent events and notifications, several faculty were concerned about the way in which the Eagle Alert System functions. Professor Ruhland's Request for Information asked, "Will the Office of Public Safety, IT Services and the Office of Marketing and Communications, commit to jointly working with ADP to allow faculty and staff the option to house personal contact numbers on ADP's HRIS system while at the same time not sharing those numbers with the administrators of Eagle Alert?" Professor Ruhland had tried to find an answer to this through ADP, but to no avail. He also contacted Public Safety Chief Russell who informed him that they do not manage the Eagle Alert System. The SEC approved this request, referred it to Christian Flathman, Director of Marketing and Communications, who referred it to Steve Burrell who referred it to Ron Stalnaker. The President's Cabinet approved the proposal to allow employees to use My.GeorgiaSouthern to select if their ADP registered home or mobile numbers are used in Eagle Alert. Essentially faculty and staff will have the ability to use a web-interface via the portal to opt-out of these notifications. Work telephone numbers will be included automatically and are not subject to opt-out status. Ron Stalnaker and Steve Burrell worked with Christian Flathman to make the new service available via My.GeorgiaSouthern on Thursday, 2-17. Marketing and Communications is currently updating web content to reflect the new policy and FAQs.

President Keel noted that the change was announced on GSNews about an hour before the meeting. President Keel sympathized with those faculty disturbed by 4am phone calls, but also noted that although it could be an inconvenience, it might be important information. Chief Russell does encourage everyone to not opt-out completely.

Moderator Krug noted that a few years ago faculty were concerned that they weren't notified about public safety concerns on campus or near campus.

Michelle Haberland (CLASS) asked for clarification to ensure that faculty and staff could still include their cell phone numbers for notification Steve Burrell (VP of Information Technology Services) replied, "Yes, both a mobile phone and your home phone are options. You can choose to receive them in either or both places." He also noted that text messaging was an option as well. Moderator Krug thanked very much to Steve Burrell and Ron Stalnaker for taking care of this so quickly.