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Project Name: College Wide Alert System

Deployment Champion: Dr. Vicky Stewart

Project Sponsor: Guy Goodman
Black Belt: Emily Points
Charter Authors: Pat Schmillen, Guy Goodman

Process Owner: Gary Ashby or Guy Goodman?
FREP: Kim Malcolm
Charter Approved Date: November 28, 2011

Opportunity (Purpose or Primary Reason for Project):
- ICC does not currently have a college-wide emergency alert system to make direct contact with students in the event of a campus emergency or shut-down (do have ability to post on web, voice etc.)

Business Case (Budget Information):
- Failure to have a system in place in the event of an emergency could result in an escalation of the event, causing injury to individuals and damage to property

Goal (Expected Outcomes, Deliverables, and/or Results):
- Identify potential scenarios and groups of students, employees and others who would need to be alerted (i.e. students on/off campus, employees on/off campus, etc.)
- Identify and review options for sounding an alert
- Establish mechanisms to collect contact information of those who would receive alerts
- Develop protocols for what constitutes an alert and who initiates it
- Develop process for sounding the alert and communicating an all-clear
- Develop communication and training plans to implement the alert system
- Identify how and when the process is evaluated for improvement opportunities

Scope (Constraints, Boundaries, and/or Key Risks):
- Regular communications, such as billing and advisement timelines are out of scope
- Only emergency and campus shut-down issues are in scope

Timeline (Define, Measure, Analyze, Improve, and Control):
- Not known

Primary Measures:
- Employee knowledge of system and how to use
- Percent of students, employees etc. with accurate contact info in alert system
- Percent of students, employees, etc. who sign up for alert system
- Time to send an alert
- Percent of failed messages

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):
ICC has not yet established guidelines for using an ICC email address as the official means of communication. We currently do not collect numbers/permission for text messaging or calls. We do have the ability to post emergencies on the web site and in the past have considered communication devices in each room. We do have an emergency notification button (green button) on selected computers around campus.

Supporting Data & Process Map(s):
ICC has 19,950 students and 1,263 employees (FY10 – ICC Essentials)