

# NWACC EMERGENCY NOTIFICATION SYSTEM: FREQUENTLY ASKED QUESTIONS

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## 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*)
- **BCAlert** (*Benton County ALERT text messaging system*)
- **Everbridge Mass Notification** (*Springdale text messaging system*)
- **IPCELERATE/QUICKLERT** (*Facilities-based mass emergency notifications system boards located throughout campus*)
- **Office Speaker Phones** (*With IPCELERATE/QUICKLERT integration*)
- **Email & Social Media** (*Facebook, Instagram & Twitter*)
- **NWACC Police & 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 BCAlert does require an opt-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 BCAlert (Benton County ALERT) system, visit [www.bcalert.com](http://www.bcalert.com) and create an account. Remember to select NWACC as an alert you wish to receive.

To sign-up for Everbridge Mass Notification, visit <http://www.springdalear.gov/425/Sign-Up-for-Alert-Notifications> from your smart phone or computer and click the “here” link to sign up for alert notifications and download this free app.

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

A: The College will only send you messages 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. Please note the LiveSafe App will typically not be utilized when the college is closed and neither faculty, staff nor students are not on campus. 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 only be used for weather-related emergencies if there is an imminent danger such as tornado or a snow storm with impact on 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 College is not charging for any of the services, including the LiveSafe smartphone application.

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

A: For the facilities-based system this will have no impact. If your phone number or email address changes, you will need to go into the *BCAlert* text messaging alert system found at [www.bcalert.com](http://www.bcalert.com) and update your contact information. If you obtain a new smartphone you will repeat the download process for the LiveSafe smartphone app.

**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, Executive Director for Policy, Risk Management and Compliance at 479-619-4188 or [ttaylor19@nwacc.edu](mailto:ttaylor19@nwacc.edu). Or, Erin Campbell, Risk Manager at 479-619-5173 or [ecampbell7@nwacc.edu](mailto:ecampbell7@nwacc.edu). You may also contact the Policy, Risk & Compliance team at [prc@nwacc.edu](mailto:prc@nwacc.edu).

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

A: Or, you may contact directly **Teresa Taylor**, Executive Director for Policy, Risk Management and Compliance at 479-619-4188 or [ttaylor19@nwacc.edu](mailto:ttaylor19@nwacc.edu), or **Erin Campbell**, Risk Manager at 479-936-5173 or [ecampbell7@nwacc.edu](mailto:ecampbell7@nwacc.edu), or the **NWACC Police & Public Safety Department** at 479-619-4229 or [departmentofpublicsafety@nwacc.edu](mailto:departmentofpublicsafety@nwacc.edu).

**The NWACC Police & Public Safety Department 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.**