

AssuranceNM Emergency Notification –FAQ

What is AssuranceNM?

AssuranceNM is an emergency notification software tool purchased by the state to be used by the 11 North Dakota University System colleges and universities. AssuranceNM is one of several methods DSU will use to provide timely information and instructions in emergency situations.

Why was AssuranceNM implemented?

Timely notification will inform students, faculty and staff to take the appropriate steps to protect their safety. The AssuranceNM system may also be used to announce weather-related closings.

Who is included in AssuranceNM?

The State Board of Higher Education requires all students, faculty, and staff to participate in the emergency notification system AssuranceNM. Participation means all members shall submit emergency notification information and update that information as provided in the institution or system emergency notification system policy and procedures.

<http://www.ndus.edu/makers/procedures/sbhe/default.asp?PID=211&SID=11&printable=1>

Will AssuranceNM be used only for emergencies?

AssuranceNM will be used only if a situation poses an urgent or immediate threat to health or safety or if a situation significantly disrupts campus activities, such as a weather-related closing. This system will only be used when timely emergency information needs to be communicated immediately. AssuranceNM will NOT be used to disseminate routine campus communication.

Who at DSU determines when AssuranceNM will be used?

The decision to activate the AssuranceNM system will be made by the DSU emergency management team.

How will it work?

The AssuranceNM software pushes out messages to land lines, cellular telephone, and text messaging to inform participants.

How many phone numbers will be included in DSU -Alerts?

The AssuranceNM system is utilizing three phone numbers from HRMS (Employee enrollment) and Campus Connection (student enrollment) that includes campus phone, home phone and personal cellphone.

Will I receive the same message by telephone and text message?

The messages communicated via AssuranceNM will contain the most important information and instructions. Because of length restrictions, a text message may be shorter.

Will AssuranceNM messages be issued 24/7?

Yes. In the event of an emergency, it's difficult to determine the various locations of students, faculty and staff so if the emergency message is warranted, it will be issued regardless of the time of day or night.

How often will the system be tested?

To ensure continuity of operation, the AssuranceNM system will be tested at least once each semester. Participants will receive messages clearly indicating the message is a test of the emergency notification system.

Recognizing a message from DSU -Alerts?

Messages will be easily identifiable by the sender. All phone messages will be sent from 701.328.0911. All text messages will be sent from 386-71.

STUDENTS**Why should I enter my personal information into an emergency notification system database?**

Your safety while on campus is of the utmost importance. When an emergency arises, the university needs to notify you as quickly as possible so that you can take the most appropriate action to ensure your safety. In such an event of a threat alerts will be sent directly to you via cell-based telephone and text messaging.

If your emergency contact information is not current, you run the risk of missing information that might be vital to your safety. That's what makes it so important to fill out the contact sheet.

Accurate contact information is the key to an effective notification system. Campus Connection will ask you to review and update your information every 90 days so that we have the most current data to contact you should an emergency arise.

How do students sign-up?

Students will be asked to provide emergency contact information when they log in to Campus Connection during registration. Every 90 days, the system will remind students to review and update the emergency notification information.

What will students experience if they are not currently enrolled in AssuranceNM?

Students who do not currently have emergency notification already entered into AssuranceNM will need to enter that information in order to move further along within Campus Connection. A phone number and/or an email address will be required before their account can be accessed.

How do students sign-up to receive text messages?

All students who provide personal cellphone numbers will receive text messages. The Campus Connection system automatically adds cellphone numbers to the text messaging database.

Will students who attend classes at more than one North Dakota University System institution receive emergency messages from each campus they attend?

Yes. Students who attend classes at more than one campus can choose to receive AssuranceNM messages from each campus, up to a maximum of four campuses.

Can students choose not to participate in AssuranceNM?

No. Effective Jan. 17, 2013, the SBHE amended policy 1902 requiring all students to enroll in the AssuranceNM system.

How often is student information updated in AssuranceNM?

At the beginning of each semester, the AssuranceNM system is updated very frequently. Every day the student database is refreshed to collect any new students who have signed up within the past 24 hours.

EMPLOYEES**How will faculty and staff provide emergency notification information?**

Upon employment at DSU, the AssuranceNM database is updated on payroll dates with employee information listed within HRMS (Employee Self-Service).

What information will employees be required to submit?

Employees will be required to provide a campus phone number which is considered public information DSU under the state's open records law. Employees who have direct phone lines should provide their direct phone numbers. Employees also will be asked to provide personal phone numbers. This personal information, along with the home address, can be designated as private data - thus making it exempt from the state's open records law - by notifying the campus human resources office in writing.

How do I change my emergency notification information?

Employees can log in to HRMS Self-Service to change/update phone number information. In addition, employees can contact their human resources or payroll personnel and request assistance in changing their information.

What if I do not work in an office or sit at a desk during my shift?

Employees who do not sit at a desk but are out in the field during the day/evening, should list their work cell number (if issued one) as their campus phone.

EMPLOYEES OF NON-CAMPUS BUSINESSES AND OTHER ENTITIES LOCATED ON CAMPUS**Can employees of non-campus businesses and other entities located on campus sign-up for alerts?**

Yes. Employees of other entities located on campus, such as Alumni are eligible to receive alerts messages.

For additional questions, or if you experience any problems with the system, please email DSU Security at dsu.security@dickinsonstate.edu