# CStateAlert

As part of a comprehensive effort to inform our community of any emergencies that might arise on campus, Cincinnati State offers an emergency notification system via email, voice or text. If you have the same phone number listed for text and voice message, the system will only send the text message.  This service is a partnership between Cincinnati State Public Safety and ITS.

This document contains two sections:

- How we use your numbers
- CStateAlert: Emergency Notification Service

## How we use your numbers

All cell-phone numbers provided to the college will be subscribed to the Cincinnati State emergency text-message system, CStateAlert. In the event of a campus emergency, Cincinnati State Public Safety will send an email, voice and/or text message to all faculty, staff and students who have not specifically declined to accept such messages by opting out of this service through CstateAlert directory services.

Public Safety will use the system, at their discretion, if there is an imminent threat to the safety and security of the campus community. For example, text-messages would strongly direct you to take immediate action to avoid injury from a natural disaster; tornado, blizzard, or chemical spill. In the event of an active shooting that targets a person without provocation on or around campus, an emergency text-message would be sent to the entire campus community.

Although the college offers the ability to opt-out of receiving emergency messages, Public Safety strongly recommends that you do not opt out. In an emergency, accurate and up-to-date information is critical to your safety and security. We will use this emergency notification system only when absolutely necessary.

The college will test the system occasionally to determine if it is working properly. You will not receive non-emergency or advertising messages. Cincinnati State will not sell your information. The user is responsible for any charges from their phone carrier.

## For school closing

You are automatically added to the CStateAlert system when you register for classes, or become an employee of Cincinnati State. However you have the choice to decline to accept notifications from the system which will exclude you from all notifications.  If you choose to be excluded, you may do so by selecting Don't Contact each telephone number in your My Profile within MyServices on the college intranet and this will exclude this number from all notifications including school closings and emergency situations. The user is responsible for any charges from their phone carrier.

# CStateAlert: Emergency Notification Service

CStateAlert is Cincinnati State's primary emergency notification system and is provided by ONECALLNOW. CStateAlert is used to alert the Cincinnati State College (CSC) community of a public safety emergency that could impact the campus (such as an active shooter/hostile intruder, severe weather conditions, hazardous material release, etc.) and to provide protective action instructions. CStateAlert is also used to notify the CSC community of serious crimes on campus, in off campus areas contiguous to the campus, and in nearby areas frequented by community members. In addition, CStateAlert is used to notify the College community of emergency campus closings.

CStateAlert notifications can be delivered via cellular phone calls, text messages, e-mail and landline telephones.

The College loads all current students, faculty, and staff contact information from its student database — including Cincinnati State College e-mail address, personal e-mail address, and phone numbers into the CStateAlert system. You are automatically added to the CStateAlert system when you register for classes or become an employee at Cincinnati State College.

All students, faculty and staff should access MyContacts through MyServices to manage their contact information and message delivery methods.

Cincinnati State College is concerned about the security of every member of the College community, but we also respect your privacy. Therefore, anyone can decide to opt out (withhold or withdraw personal phone or e-mail information) from the CStateAlert system. However, everyone is required to receive notifications via their Cincinnati State College e-mail address.

Any questions regarding the CStateAlert administrative process or problems encountered with the system should be directed to CStateAlert@Cincinnatistate.edu

## Prerequisites:

There are no preconditions for receiving CStateAlert notifications.

## Frequently Asked Questions:

### What is CStateAlert?

CStateAlert is an emergency notification system for the Clifton, Evendale, Harrison and Middletown Campuses. This system is used to keep you informed in an emergency.

### What is ONECALLNOW?

ONECALLNOW is the provider of the Cincinnati State College emergency notification system. ONECALLNOW is a provider of mass notification systems for many colleges and universities.

**How will I receive CStateAlert messages?**

You can receive CStateAlert messages using the following contact methods:

- Voice message to your cell phone
- Text message to your cell phone
- Email to your Cincinnati State College email address
- Email to your Personal email address
- Voice message to your home telephone
- Voice message to your business/office telephone

Up to three cellular phone numbers, three landline telephone numbers and three email addresses can be used.

**When will I get CStateAlert messages?**

You will receive CStateAlert messages:

- In the event of a dangerous situation on or near campus that threatens the safety of the campus community;
- When classes are canceled because of weather conditions, a power outage, or other emergency

**How will I know the message is from CStateAlert?**

The message sender will appear as follows:

- For a text message: 22300
- For a phone call: (513) 569-4770
- For an e-mail:  mail@notify.onecallnow.com

**How do I subscribe to the CStateAlert system?**

You are automatically added to the CStateAlert system when you register for classes, or become an employee at Cincinnati State College. Your contact information in the student database is loaded into the CStateAlert system.

**How do I update my contact information in the CStateAlert system?**

Use **My Profile** within **MyServices** to access your contact information and enter the appropriate changes.

**Do I have to confirm receipt of the message?**

Confirmation of CStateAlert messages is not required.

**Will I receive duplicate CStateAlert messages?**

Depending on the delivery methods used to send the messages and the contact information you have provided, you may receive duplicate messages. Emergency messages may be repeated and/or sent by multiple delivery methods to help ensure that you receive critical information.

**Why am I not getting CStateAlert messages via a delivery method for which I provided contact information?**

That particular delivery method may not have been used for the broadcast. The delivery methods chosen may vary depending on the nature of the notification and the time of day.

There are two different reasons you may not be getting alerts,

1) You have opted out of receiving messages in your **My Profile** within **MyServices**.
2) Your number may be listed/flagged on OneCallNow as "do not call" you can email the number that you have questions about to Support@onecallnow.com or contact the Client Services at 1-877-698-3262.

**Does Cincinnati State College test the CStateAlert system?**

Yes, the College runs live tests of the CStateAlert system at least once per semester. The campus community will be notified in advance of these tests.

**Is there a charge for subscribing to receive messages via CStateAlert?**

There is no charge to you for using the CStateAlert system. This is a service that the College provides to help keep our community safe.

**Can I choose not to participate in the CStateAlert system?**

No. CStateAlert will be used to communicate urgent information to students, faculty, and staff in an emergency. For that reason, Cincinnati State College requires that all members of the College community receive CStateAlert messages to their College e-mail account. The College also encourages you to provide current information for all available delivery methods. You can always update your contact information by accessing your **My Profile** within **MyServices**.

**When would the College remove me from the CStateAlert system?**

You are automatically removed from the CStateAlert system if you are not registered for classes, or if you are no longer employed or affiliated with Cincinnati State College.

**Will I be notified when my subscription to CStateAlert is deactivated?**

Students and employees who leave Cincinnati State College will not be notified when their subscription to CStateAlert is deactivated.

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