



# Environmental Health and Safety Policy & Procedure #26

**TITLE:** **TEXT MESSAGING SYSTEM POLICY**

**OBJECTIVE AND PURPOSE:** To establish a policy for the use and maintenance of the system as an expeditious emergency notification tool to alert the University community. This policy defines which departments or individuals are responsible for the operation and system audits, which include activation and termination.

Florida Atlantic University will use the system as a tool to disseminate information to the University community preceding an anticipated emergency event or threat or after an actual emergency event or threat. The system is to be used in emergency situations only.

**RESPONSIBILITY:** **ACTION**

- UNIVERSITY PRESIDENT OR DESIGNEES**
- Authorize activation and termination of the system.
  - Provide final authority for prescribed and ad lib message content.
  - Delegate authority to designees to use the system (Emergency Executive Committee).
  - Determine, assign and maintain system access levels and licenses.

- UNIVERSITY COMMUNICATIONS AND MARKETING**
- Maintain at least two users trained in use of the system at all times.
  - Craft messages in consultation with the President or designees, the University Police and Environmental Health and Safety, if possible.
  - Review final message that will be sent using the system.
  - Craft and send messages to all FAU employees and students every semester asking them to update their contact information in the Banner system.
  - Craft at least three standing messages to exist in the system and be available for use with or without specific modification.
  - Create and launch sessions.

- INFORMATION RESOURCE MANAGEMENT**
- Maintain at least two users trained in use of the system at all times.
  - Extract student, faculty and staff data from Banner system as follows:
    - 1st update - after drop/add
    - 2nd update - 6 weeks after drop/add
  - Send extracted data to company for upload into the system database.
  - Maintain specified groups of data in the system.

Issued By: Sookhoo	Date Issued: 07/2008	Date Revised:	Effective Date:
APPROVED:	Vice President	Associate V.P.	Director

**INFORMATION  
RESOURCE  
MANAGEMENT**

- Build and maintain the telephone number update site in Self Service for all groups.

**ENVIRONMENTAL  
HEALTH AND  
SAFETY**

- Maintain at least two users trained in use of the system at all times.
- Provide training for any new systems users.
- Monitor any events and threats (under its jurisdiction) and inform the President or designees as well as the Emergency Executive Committee of these events or threats.
- Perform at least quarterly audits of the system regarding the status, operations, maintenance, and test schedules to assure proper working order.
- Perform at least annual audits of the system including all written support documents for accuracy.
- Maintain specified groups of data in the system.
- Be fiscally responsible for all expenses.

**UNIVERSITY POLICE**

- Maintain at least two users trained in use of the system at all times.
- Monitor any events and threats (under its jurisdiction) and inform the President or designees as well as the Emergency Executive Committee of these events or threats.

**REFERENCE:**

**Presidential Memorandum #56 (Emergency Policy) (OLD)  
Presidential Memorandum #85 (University Safety Policy) (OLD)  
Continuity of Operations Plan: University President  
Emergency Notification Systems Matrix**

**ATTACHMENTS**

*Appendix 1: Activation Tree  
Appendix 2: Procedures  
Appendix 3: Groups  
Appendix 4: User List*

**Signatures for Text Messaging SLA:**

Name: \_\_\_\_\_  
Dr. Jeffrey Schilit, CIO, Florida Atlantic University

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Thomas Donaudy, University Architect and VP Facilities

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Aileen Izquierdo, VP University Communications and Marketing

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Charles Lowe, Chief, University Police

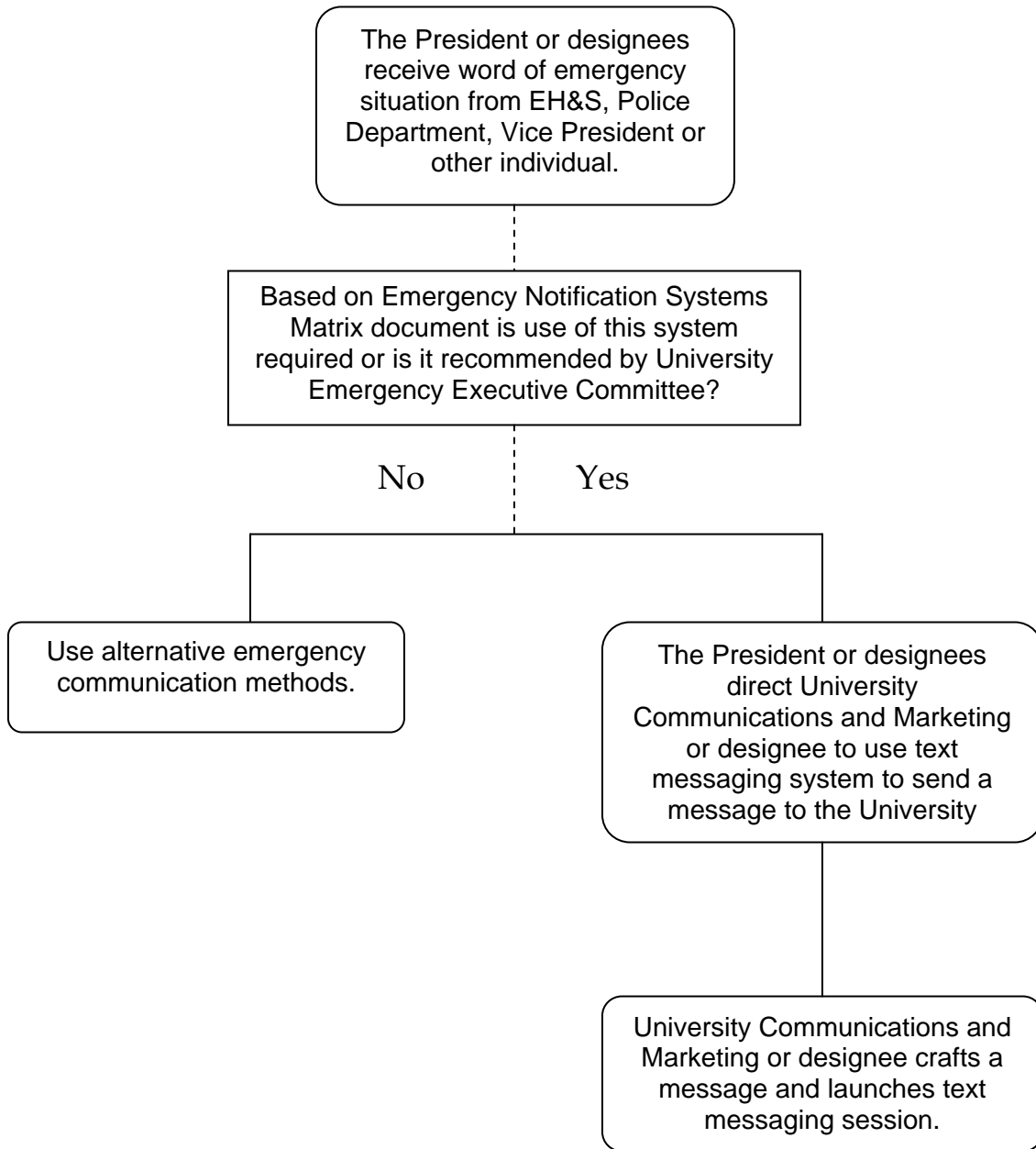
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Sharlene Sookhoo, Emergency Management Coordinator

Date: \_\_\_\_\_

APPENDIX 1: Activation tree

TEXT MESSAGING ACTIVATION TREE



## APPENDIX 2: Procedures

See WENS User Guide document provided to each department.

## APPENDIX 3: Groups

### KEY GROUPS

- Campus: Faculty and Staff
- Students
- Residential Students
- Building Safety Supervisors

APPENDIX 4

USER LIST

University Communications and Marketing

Environmental Health and Safety

Information Resource Management

University Police

For details, see latest version of FAU Alert Emergency Notification List.