

FREQUENTLY ASKED QUESTIONS

What is UNK's campus-wide emergency notification system (**UNKAlert!**)?

The University of Nebraska at Kearney has a contract with [Blackboard Connect](#) to use their Connect-ED emergency mass notification system that is known as **UNKAlert!**. The Connect-ED product improves the University's ability to effectively communicate with students, faculty and staff using land-line phones, cellular phones, e-mail, and SMS text messaging. The Connect-ED system can push out thousands of messages within minutes to alert UNK students, faculty and staff during an emergency.

What is an emergency?

An **emergency** is a situation which poses an *immediate risk* to the health and safety of the campus community or significantly disrupts its programs and activities. This could be tornados, ice and snow storms, floods, earthquakes, hazardous materials, bomb threat, pandemic, bio-terrorism, active shooter, or weapons of mass destruction.

How do I get on the list for the campus-wide emergency notification system?

Telephone numbers and e-mail addresses are uploaded from myBlue for students and SAP for faculty and staff. For **UNKAlert!** to contact you by telephone or e-mail, information within the data bases needs to be current and complete.

- **Students:** Students should use myBlue to view telephone numbers, e-mail addresses and local addresses that are stored to insure that the information is current and complete.

- **Faculty & Staff:** Faculty and staff should use ESS through Firefly to view telephone numbers, e-mail addresses and addresses that are stored in SAP to insure the information is current and complete

If I change my mind and don't want to receive emergency alerts, can I cancel?

Faculty and staff may have their personal contact information removed from ESS. Faculty and staff office telephone numbers, student residence hall UNK telephone numbers and UNK e-mail information will remain in the system to allow the University to alert employees about emergencies while they are on campus.

Who will get notified with the campus-wide emergency notification system?

All students who are currently enrolled and all faculty and staff who are currently in an active appointment will automatically be a part of UNK Alert. Students who only take eCampus classes will not be included in **UNKAlert!**.

Can I also be notified through SMS text messages on my cell phone?

Yes. Individuals who want to also be contacted through SMS text messaging on their cell phones and can opt-in for this service. Students can enter their telephone numbers in myBlue in the Campus Alert Text phone type field. Employees can enter their telephone number in the Text Messages phone type in ESS under permanent address.

Another member of my household is also a student or employee at UNK, but we only received one phone call to our home. Why?

The system recognizes repeated phone numbers and ensures that it calls each unique phone number only once.

The phone directory lists a common phone number for multiple people in our office. Will we receive multiple phone calls at that number?

No. The system recognizes repeated phone numbers and ensures that it calls each unique phone number only once.

My office number listed in the UNK telephone directory is my administrative assistant's number. Can UNK Alert send an emergency notification call to my desk telephone without that number being listed in the UNK telephone directory?

Yes. You can have an alternate work telephone number placed in your work address which can be your desk telephone. Since the system will call all unique telephone numbers listed in an emergency situation it will call both your administrative assistant's telephone number that you list for the UNK telephone directory and your alternate telephone number that is not published. The alternate work telephone number can be added through by sending a request in an e-mail to humanresources@unk.edu.

I did not receive a phone call, e-mail or text message, even though others did, what should I do?

- **Students:** Please verify through myBlue that your most up-to-date contact information, including your cell phone number are in myBlue.
- **Faculty and Staff (Benefit Eligible)** Please verify through ESS that SAP has your most up-to-date contact information, including your cell phone number. Employees who are not benefit eligible or those who want to edit work information should either complete a Personal Data Change Form [PDCF](#) or contact Human Resources to update their information by e-mailing humanresources@unk.edu

How do I change my contact information in the campus-wide emergency notification system? You can change your contact information in the UNK Alert campus-wide emergency notification system by following the instructions below:

- **Students:** Students should use myBlue to view telephone numbers, e-mail addresses and local addresses that are stored to insure that the information is current and complete.
- **Faculty & Staff** (Faculty and staff should use ESS through Firefly to view telephone numbers, e-mail addresses and addresses that are stored in SAP to insure that the information is current and complete. Employees who want to edit work information should either complete a Personal Data Change Form or contact Human Resources to update their information by e-mailing humanresources@unk.edu

How do I keep my personal telephone numbers in sap from being published while still receiving UNK alert messages using those numbers?

The first telephone number is the primary home number. This is the only telephone number that will be in the UNK paper telephone directory **unless you designate it not to be listed.**

Telephone 2 is where you designate that you do not want your primary home number listed in the UNK telephone directory. By entering 3 nines in the area code field and 7 nines in the next field for the rest of the phone number as well as selecting "other" in the drop down box you are instructing the system that you do not want your personal telephone number released as directory information and not to be listed in the UNK telephone directory.

Telephone numbers entered for Telephone 2 or Telephone 3 are not listed or used as directory information regardless of whether you used Telephone 2 as a designation that you don't want your primary telephone number as directory information. Although these numbers are not directory information they will be called for emergency notification.

How many telephone numbers can I enter in SIS or SAP?

Students can enter one telephone number in their local address and three more under personal phone numbers. Faculty & staff can enter up to three telephone numbers in their permanent address. This is in addition to the work number under work address.

How many e-mail addresses can I enter in myBlue or SAP?

Students can enter three e-mail addresses. The three e-mails are in addition to the student UNK e-mail address which is in the system without being entered by the student. Faculty and staff have their UNK e-mail address under work address that is

populated by the system. Faculty and staff can add a personal e-mail address by submitting a Personal Data Change Form to HR: PDCF

What if I would like a spouse, parent or another person to also be notified of a campus emergency?

You can use a spouse's, parent's or another person's telephone number or e-mail address for one of the telephone numbers or e-mail addresses that you can enter.

How do I change information in my work address since I unable to do it in ESS?

Any changes to the work address information must be done through a Personal Data Change form that is submitted to the HR Office [PDCF](#) or by e-mailing humanresources@unk.edu

Why do you need my street address for emergency notification?

This Connect-Ed system has the ability to use a map to designate who will be called based on geographic location. The local address for students and permanent address for employees will be used for this designation.

Who is authorized to send messages out using the campus-wide emergency notification system?

Messages will be distributed by trained representatives from UNK Emergency Operation Team who will be working with the UNK administration.

Should I submit my contact information even if I am located at an off-campus location? Yes. The campus-wide emergency notification system will be utilized when emergencies may impact the entire UNK campus community whether you are located on- or off-campus.

How often will I receive alerts?

Currently, the University plans to conduct full tests of all the emergency communications systems once each semester. However, the University reserves the right to conduct additional testing based on significant changes to either the enrollment population or upgrades to the systems. Campus announcements will be made to announce that a test will be conducted and the message received for the test will clearly indicate that it is a test. Otherwise, alerts are sent out only for emergencies as described in this document.

Will I receive information other than emergency alerts from the campus-wide emergency notification system?

UNK will use the campus-wide emergency notification system only for emergency situations that threaten the safety of the UNK campus community. Use of the system may be for non emergency contacts for small selected groups that are

directly impacted by the message. Non emergency messages will not be sent campus-wide. This system will not be used for advertisements.

What steps are taken to ensure the information I submit is secure?

The contact information submitted for use with the campus-wide emergency notification system is stored in the myBlue and SAP systems which are protected by multiple layers of physical and technological security. Access to that data is limited to authorized University staff. Your contact information is then transmitted via secure socket layer (SSL) technology to the vendor, Blackboard Connect. Blackboard Connect also has multiple layers of security to protect the data once it is in their system.

Will my contact information be sold to telemarketers?

NO. Blackboard Connect does not sell, lease, share, rent, or barter personally identifiable information (names, addresses, phone numbers, etc.) to any companies or persons outside of Blackboard Connect or Blackboard Connect service providers, EVER! For more information, see [The Blackboard Connect Group Privacy Policy](#).

What number will be reflected on my caller ID when an alert is issued?

When an UNK Alert is issued via the campus-wide emergency notification system, caller ID will show that you are receiving a call from 308-865-8911.

What e-mail address will be reflected when an alert is issued?

The "from" address of an emergency e-mail message sent from UNK via the campus-wide emergency notification system will appear as UNKALERT@unk.edu.

What should I do if I receive an emergency call or e-mail from the campus-wide emergency notification system?

If you receive an emergency message via UNK Alert (campus-wide emergency notification system), do the following:

1. Listen to or read the ENTIRE message.
2. Take the message seriously.
3. Follow any instructions given in the message.

Should I do anything to ensure that emergency e-mails are not filtered?

UNK's ITS department has taken steps so that Outlook will not filter out UNK Alert messages unless you have set some personal settings on your Outlook. Questions on personal settings should be directed to the UNK Help Desk. Settings you may have on your personal e-mail account may also filter out UNK Alert messages. Questions on your personal e-mail account should be directed to your personal e-mail service provider.

What other emergency notification systems are used at

UNK? Currently, UNK makes use of any or all of the following systems depending on the specific emergency:

- Phone calls & voice mail
- E-mail
- Fire alarm systems
- Scrolling message on campus cable TV

- Announcements on the UNK web site home page

What else should I know about emergency preparedness?

As always, we strive to keep UNK a safe place; however emergencies and disasters can always occur.

Every individual should be prepared both at UNK and at home. Visit www.ready.gov for information on individual emergency preparedness.