IT COMMUNICATIONS TASK FORCE
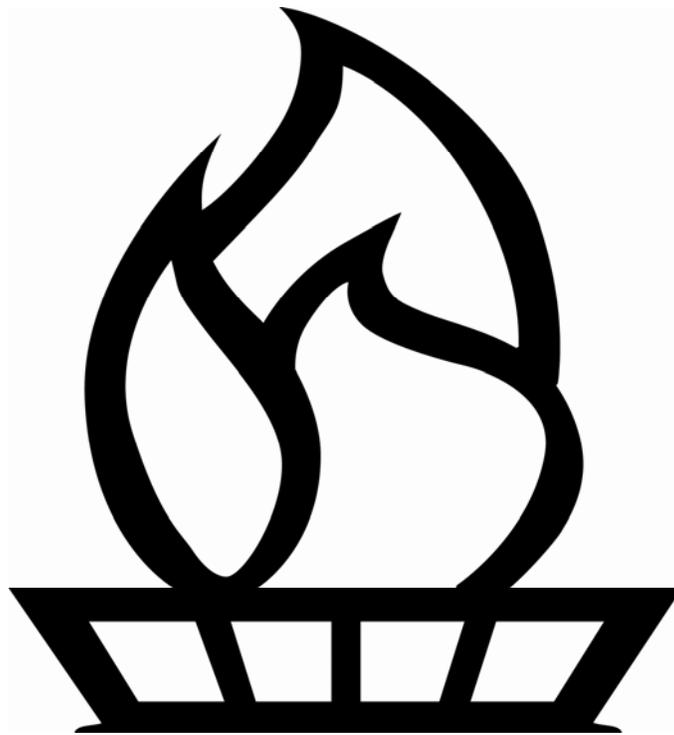## Recommendations Report

November 26, 2007

IT Communications Task Force

Recommendations Report

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IT Communications Task Force

Recommendations Report

The IT Communications Task Force group was created at President Eisler's request during September, 2007. An initial report was due November, 2007. The group was free to determine scope and methodology in completing the report.

CHARGE TO TASK FORCE

The charge was to review the Virginia Tech "Information and Communications Infrastructure" internal report, the "Mass Shootings at Virginia Tech" external report and use these reports as a guideline or lessons learned to make recommendations for quick wins and long-term improvements to facilitate crisis communications.

TASK FORCE MEMBERS

Scott Claerhout, Technology Services Coordinator, Computer Technology Services
Sidney Eaton, Network Technician, Enterprise Technology Services
Elizabeth Funck, Student Government
Greg Gogolin, Co-Chair, Professor of Finance and Information Systems
Timothy Jacobs, Public Safety Officer
Leah Nixon, Assistant Director of News Services
Charles Peirce, Student Government
Christopher Pommerenke, Technology Services Coordinator, Computer Technology Services
Cecil Queen, Associate Professor of Criminal Justice
Craig Roach, Technician, Telecommunications Technology Services
Dawn Schavey, Admissions Officer, FSUGR
Jon Shaffer, Interim Director of Housing
Allen Sutherby, Cable Television Technician, Telecommunications Technology Services
John Urbanick, Co-Chair, Chief Technology Officer, Information Technology Services
Christina Weber, Manager of Risk Management & Insurance

IT Communications Task Force

Recommendations Report

Our task force was charged with investigating and recommending ways to improve our current crisis communications methods and infrastructure. The recommendations we made and implement will position the University to react promptly and effectively to save lives and property in the event of a major crisis at Ferris State University. The task force met several times to review materials, our charge, and current work completed on emergency response and crisis communications. During these meetings and on-line brainstorming sessions, six strategic areas of focus emerged. Our full task force met biweekly and the subgroups met on the off weeks. Our goal was to have all recommendations submitted by November 13, 2007.

STRATEGIC AREAS OF FOCUS

Education & Training: This subgroup evaluated best practices and made recommendations on education and training for students, faculty, and staff for crisis communications.

Classroom Communications: This subgroup evaluated and recommended means to facilitate emergency and crisis communications to and from classrooms at Big Rapids campus and satellite campuses.

Student Communications: This subgroup evaluated and recommended means to facilitate crisis communication to both residence hall and off-campus students.

Video & Security: This subgroup evaluated and made recommendations in the use of video and access procedures for residence halls and apartments to assist with investigations.

Infrastructure Strategies: This subgroup recommended strategies for future network design and capabilities for radio, data, video, and voice services. The group also researched agreements with vendors and other universities for crisis support.

Policies & Procedures: This subgroup evaluated current policies and procedures for crisis communications and made recommendations to facilitate effective communications. In addition, this subgroup reviewed and made recommendations for faculty, staff, and community crisis communications.

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Recommendations Report

1. Develop educational orientation programs on security procedures for student, faculty, and staff. Include instruction on the use of the emergency flip charts and distribute where appropriate.   Initiate an Emergency Notification Education Poster Campaign. Develop short training video series on emergency scenarios to facilitate overall training and awareness

2. Implement Voice over Internet Protocol (VoIP) phones in all classrooms on the Big Rapids campus and satellite locations were possible.

3. Install instant messaging software on classroom teacher workstations pre-configured to communicate with designated areas.

4. Install card readers on 18 residence hall "front door" entrances for 24/7 access. Engage a video and security consulting firm to assess our residence halls, apartment communities and residential parking lots to identify and recommend video camera needs.

5. Develop an annual plan for the installation, maintenance, and replacement of all network infrastructure service equipment. Upgrade the base configuration of the grant funded *CityWatch* Alert Notification System configuration to increase crisis messaging capabilities.

6. Utilize the current crisis communications documentation and flow chart for effective handling of emergency communications. Finalize the drafted crisis communication document for appropriate messaging content and delivery systems.

7. Implement new mass messaging software *CityWatch* for cell phone and text message delivery during a major crisis.

IT Communications Task Force

Recommendations Report

At the forefront of this IT Communications Task Force subgroup's recommendations is the overarching need for expanded education and training for FSU administrators, faculty, staff, and students directed toward the response to campus emergency events. This effort intends to simultaneously raise the level of awareness associated with the substantial resources available to the University community and should provide specific safety response protocols, especially during emergencies. University deans and department managers would be responsible for providing the training programs to the FSU community and constituents within their span of control allowing up-to-date campus safety information to be provided and documented. This endeavor is directed toward all FSU campuses and education facilities. While the concepts of at-risk students and employee identification is beyond the scope of this task force, it is recommended that faculty and staff education in this area further be incorporated within these training processes. Strong consideration should be given to existing and proposed legislation where deemed appropriate. Our recommendations are as follows:

RECOMMENDATIONS FOR ENHANCED OR NEW TRAINING ACTIVITIES

1. Annual tabletop and practical testing events
   - Practice the overall plan
   - To test the emergency call, the response, and the command center deployment
   - Use a variety of emergency scenarios
     i. Active Shooters
     ii. Hazardous Material Events
     iii. Tornado
     iv. Mass Casualty Drills
   - Allows an opportunity to test new equipment when implemented
   - All stakeholders are involved
     i. Emergency Response Team
     ii. Building Emergency Coordinators
     iii. Faculty and Staff
     iv. Students
     v. Off-campus location officials
   - All Building Locations are included
     i. Administration
     ii. Academic

     iii. Residence Halls
     iv. Student gathering locations
     v. FLITE

2. Recommend the development of an Office of Emergency Management
   - Training of University personnel is priority
   - Develop training schedule
   - Institute a Threat Assessment Team
     i. Assess/ID/Interview students and employees who pose risk factors
     ii. Build a Fact-Based Picture of these identified individuals
     iii. Develop action plans for remediation
     iv. Notification protocols

3. Student, Faculty, Staff orientations
   - Develop education program on security procedures
     i. Format to allow electronically distributed information to students, faculty, and staff
     ii. How to operate mass notification classroom equipment
        1. Action plans
           a. Lockdowns
           b. Safety Flights
           c. Rescue Operations
     iii. On-line interactive safety program
        1. 15 minutes or less
     iv. Annual training
   - When to conduct training?
     i. Summer University
     ii. Faculty meetings – mandatory attendance
     iii. Deans' Council
   - Develop a standard protocol "Look-Listen-React"
     i. Provide related publications/videos to be provided as community message
   - Off-campus sites included

4. Initiate an emergency notification education poster campaign
   - Process
   - All buildings on campus

- High student traffic areas
- Classrooms

5. Provide instruction on the use of the current *Ferris State University Emergency and Safety Procedures Guide* (the "flip chart").
   - Include mass distribution of this FSU response guide.

6. Develop and present training on FSU resources available to members during emergency events
   - Create a FSU resources list

7. Develop and provide education for the mass notification processes

8. Provide student instruction and education related to safety action plans during crisis situations on campus
   - To occur during orientations, FSUS courses, residence hall drills
   - Related to Lockdown or Safety Flight protocols
     - i. Use of "Blue Light" phones
     - ii. Contacting Public Safety

9. Develop a video series combining the resources available from the Television Media and Digital Production program and the Law Enforcement Academy at FSU.
   - This will be a student-led production and development
     - i. Students develop scripts, conduct acting, filming and editing
     - ii. Students conduct personal research into proper protocols
   - Focus on short training videos
     - i. How to respond to:
       1. Active shooters on campus
       2. Tornados
       3. Hazardous material events
   - Videos to be used within the campus education components described herein
   - "Responding to Violence in the Workplace" video – a Criminal Justice – Television Production – Public Safety joint project that depicts what members of the Campus community should do in case of an active shooter or other law enforcement emergencies

10. Engage and incorporate training and education for all additional equipment enhancements and new safety protocols as recommended by the other related task forces and pertinent subgroups.

    - At the time of this report, their recommendations are not known.

11. Promote "top down" support for regular training and drills to academic areas/buildings via Deans' Council, department head, and faculty meetings

    - Mechanism for documenting personnel who has received training
    - Continued, regular training (including tabletops and functional exercises) for Emergency Response Team on the Incident Command System and emergency communications

12. "Emergency Response" or "Campus Safety" icon on the Ferris Home Page, containing links to:

    - *FSU Emergency and Safety Procedures Guide* (the "Flip Chart")
    - "What Ferris is Doing to Keep You Safe"
    - "Responding to Violence in the Workplace" video
    - List of registered sex offenders
    - Campus crime statistics per Clery Act
    - Other Web-based materials

13. Re-issuance of the "Flip Chart" to all areas on campus

EDUCATION & TRAINING ALREADY IN PLACE

- Emergency Response Team (ERT) – training in Incident Managment System has occurred on two occasions for members of the ERT
- Building Emergency Coordinators (BECs) – training in fire evacuation and severe weather sheltering occurs for this group at least once a year. BECs are authorized to extend this training to occupants of their respective buildings via an existing PowerPoint presentation and to hold training drills at least once per semester in non-residential buildings.
- Residence Halls – continuation of current level of training and drills pursuant to applicable federal, state, and local statutes.

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- The *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act* , as a part of the *Higher Education Act of 1965*, is a federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies. In addition to crime, sexual offense, and substance abuse reporting requirements, the Act requires reporting on training activities related to emergency response and crime prevention.

  (See **boldfaced** sections in Appendix A)

- **Campus Law Enforcement Emergency Response Act of 2007 (Introduced in Senate April 26, 2007)**

  S 1228: To amend section 485(f) of the Higher Education Act of 1965 regarding law enforcement emergencies. This Act will require universities to do the following:

  o Include information regarding law enforcement emergency response program, procedures for notifying the campus of such an emergency, and statistics regarding the occurrence of campus law enforcement emergencies in the annual campus security report
  o Require annual testing of law enforcement emergency response programs and procedures
  o Require that the campus community be informed of any school law enforcement emergency within 30 minutes of discovery

  (See **boldfaced** sections in Appendix B)

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The focus of the classroom communications subgroup was to investigate how to handle two-way communication with classrooms. This includes installing Voice over Internet Protocol (VoIP) phones in all classrooms. An additional suggestion would be to install instant messaging software on teacher workstations.

VOICE OVER IP TELEPHONES

BACKGROUND

VoIP is an emerging technology in the telecommunications realm that leverages existing data infrastructure to not only provide telephone service but also vastly enhance the capabilities of telephones. Currently, Computer Technology Services (CTS) has deployed around 50 VoIP phones in select classrooms that automatically dial the Technology Assistance Center (TAC). CTS have had a positive experience embracing this new technology. The VoIP phones have improved response time and customer satisfaction, as well as opened the door in leveraging the technology as an emergency response tool and even as an enterprise communication tool. The functionality of a VoIP phone is significantly higher than a standard telephone.

FUNCTIONALITY

- Send text messages & graphics to VoIP phones in the classroom from central VoIP server
- Zone paging capability
- Intercom capability
- Broadcast alerts
- Enhanced business communications and significant ROI
- Power-over-Ethernet capable (PoE)
- Centrally managed communication system
- Extend each PoE network switch's capability to handle more than 6 PoE devices
- Provides backup power in case primary power supply fails
- Increased network availability since bad power supplies causes the majority of network failures
- Will contribute to the plan of FLITE being a disaster recovery site
- 10/100/1000 Mbps speeds (10 times faster than most hardware)
- New and improved security and Quality of Service (QoS) features

IT Communications Task Force

Recommendations Report

- Fewer switches to manage and fewer failure possibilities
- Replacement of already aged equipment
- Will contribute greatly to the network equipment replacement plan
- New switches would be able perform well under extreme load
- Provide capability to increase uplink capacity along with some backbone redundancy

COSTS

Phones
Purchase price: $276,718 (Includes 500 phones and Application Gateway 2000)
Yearly Maintenance: ??
Integration costs: $TBA (per building network equipment upgrade & redundant power)
Technical services time: >50 hours
Telecommunications time: 50 hours
Applications staff time: 0 hours
Functional area time: 25 hours
Training: $5,000

Power over Ethernet Switches
Purchase price: $600,000 (120 Switches, fiber patches, SFPs, some backbone equipment)
Yearly maintenance: $3,000 (Equipment would be replacing existing equipment)
Integration costs: $10,000
Technical services time: >500 hours
Telecommunications time: 0 hours
Applications staff time: 0 hours
Functional area time: 0 hours
Training: $20,000

Redundant Power Supplies
Purchase price: $100,000 (Est. for entire campus, not including switches)
Yearly maintenance: $3,000-$5,000
Integration costs: $0
Technical services time: >50 hours
Telecommunications time: 0 hours
Applications staff time: 0 hours

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Functional area time: 0 hours
Training: $0

BACKGROUND

Many classroom teacher workstations include computers. Installing instant messaging software that is configured with two-way communication between the classroom and designated locations could serve as a communication channel during crises.

FUNCTIONALITY

- Immediate communication with multiple locations simultaneously
- Unlimited communication locations
- Broadcast message capability

COSTS

- Not determined at this time

DESIGNATE THE CHARGE OF INITIATING EMERGENCY COMMUNICATION TO MARKETING DEPARTMENT (UA&M)

BACKGROUND

The University Advancement & Marketing (UA&M) department already composes the "canned" phone messages at the Timme Center. Allowing UA&M to issue emergency pages through VoIP systems would mean that the messages would be consistent, and precisely worded.

FUNCTIONALITY

- Consistent information between systems
- One central location for issuing alerts

COSTS

Purchase price: $0
Yearly maintenance: $0
Integration costs: $0
Technical services time: 0 hours
Telecommunications time: 0 hours
Applications staff time: 0 hours
Functional area time: 10 hours/year
Training: $0

STUDENT COMMUNICATIONS GROUP REPORT

RECOMMENDATION

A phone and messaging service sign up option should be made available to students. This service would consist of a phone list specifying numbers for the delivery of a recorded message and for text messaging. Students would also have the option to receive alerts through electronic mail.

We recommend the using *CityWatch* (http://www.avtex.com/CityWatchMain.htm) to implement a Web solution for signup.

Students can sign up for this service at any time, but sign up should be encouraged during Orientation. Stress that phone numbers will used to distribute information only in the event a major crisis occurs on campus.

The following services should continue to be used to communicate with students:
    The Ferris State University homepage
    MyFSU Portal
    Bulldog TV (Cable 7)
    Electronic Signs and Marquees

We recommend that the appropriate administration and faculty be trained on the programming of signs and marquees.

Satellite campuses will have the option to opt in to this service.

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Recommendations Report

CARD READERS

Currently, card readers operate 51 of 110 exterior entrances on residence halls. None of these entrances are the residence halls' recognized "front door." An audit of each building's traffic patterns was conducted to see where additional card readers may be needed. There were two recommendations as a result of the audit. The first was the recognition that Masselink Hall did not operate the same as the other halls in terms of perimeter doors being locked, etc. Masselink Hall lacks any card readers on the perimeter doors of the living areas. Masselink has one card reader on the back lobby door that leads to Carlisle. The door is only locked from 11 pm to 7 am and the card reader is the only card access entrance to that building after hours. An immediate "quick win" was to add two card readers Masselink Hall. The funds were identified and the work has begun to add those additional card readers. When these card readers are on-line, all residence halls will have perimeter doors locked around the clock. Front doors (near front desks) are unlocked from midnight to 7 am requiring guests to ring a doorbell for access to the halls. The card readers cost an estimated $2500 to $3000 per location.

The other recommendation is to install card readers on 18 residence hall "front door" entrances to allow 24/7card access through all residence hall doors. Cost is estimated at $45,000 to $54,000.

VIDEO CAMERAS

There are currently no video cameras used in residence hall security. The overall recommendation of the sub group is to invite security firms to assess our residence halls, apartment communities and resident parking lots to identify and recommend video camera needs. Below are suggested starting points for this assessment.

RESIDENCE HALLS

Install video cameras in such a way as to capture images of people who enter any of the residence hall perimeter doors. Over 100 cameras could be needed for this install. It would be unrealistic to expect 100+ cameras could be monitored, but they could provide approximately one month of video coverage to permit investigation of any

incidents in the halls. Consideration should also be given to placing cameras in the Cramer elevators where there have been reported incidents of inappropriate behavior.

CAMPUS APARTMENTS

Video cameras should be installed in such a way as to view the activities of people coming and going from apartment community areas. Suggested are cameras for the apartment parking areas that would provide the ability to view at least some of the activities in the various apartment areas.

RESIDENTIAL PARKING LOTS

Video cameras should be installed so as to provide video recording of the residential lots and as students traverse between parking and residence halls.

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Recommendations Report

DEPLOYMENT OF CITYWATCH ALERT SYSTEM

BACKGROUND

The testing of the *CityWatch* alert/notification system (http://www.avtex.com/CityWatchMain.htm) is already underway. Provide deployment support to implement appropriate features to serve our needs.

FUNCTIONALITY

- Immediate communication abilities between necessary parties dependent on deployment plan.
- Quickens information distribution to campus community as well as off campus emergency personnel.
- GIS capabilites to be highly considered to broadcast information of campus members.

INITIAL RECOMMENDATIONS

- Identify current state of *CityWatch* system; current functionality and availablility, and how it would be useful to Ferris.
- Verify community-wide impact and integration into Ferris/non-Ferris institutional use (police, fire).
- Work with system vendor, other users, and University personnel to development system integration plan, timeline, and funding.
- Implement system

COSTS

- Purchase price: Grant funded
- Yearly maintenance: First three years included, thereafter TBD.
- Integration costs: $15,000 T-1 upgrade
- Technical services time: Install and setup included
- Telecommunications time: TBD
- Training: Included at time of install

POST IMPLEMENTATION

- System training
- System backup, upgrade, maintenance schedule, and funding support

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EMERGENCY RESPONSE MESSAGE FOR INCOMING CAMPUS CALLS

BACKGROUND

Utilize existing *Symposium* telephone menu system to create an emergency response message that could be utilized during the event of an emergency when individuals call FSU Information.

FUNCTIONALITY

- Better management of large incoming call volume by having information in the recording, thus avoiding the handling of repetitive calls by staff members
- Reduce strain on campus phone systems

INITIAL RECOMMENDATIONS

- Identify any hardware and software that may be necessary to deploy message system
- Identify types of emergencies that warrant the systems use, develop scripts and messages
- Train staff to implement/use system

COSTS

- Integration costs: $5,000
- Training: $2,000

DEPLOYMENT OF ADDITIONAL "BLUE LIGHT"/ EMERGENCY TELEPHONES

PURPOSE

Increase number of locations where emergencies can be reported.

BENEFITS

- Obvious additional safety measure
- Increase additional contact ability to campus police

INITIAL RECOMMENDATIONS

- Identify new locations for phone placement

- Purchase and install phones

COSTS

- Integration costs: estimated $5,000/phone, (dependent on location)

FREQUENCY MARRIAGE CONSOLE SYSTEM" FOR CAMPUS PUBLIC SAFETY/DISPATCH

PURPOSE

Purchase the equipment that would give Ferris campus police the ability to control 2-way radio frequency matching thus allowing immediate Ferris users/emergency personnel direct contact based on "marriage" made at controller console.

BENEFITS

- Controlled communicatoin between any 2-way radio user both on and off campus.
- Ability for any campus radio carrier to communicate with off campus emergency personnel.
- Quicker response to emergency, person at scene can deliver information to necessary emergency personnel.

INITIAL RECOMMENDATIONS

- Inventory all portable, mobile radios and repeaters.   Determine if they are narrow band capable.
- Upgrade DPS dispatch console to include patching for VHF, UHF, 800 MHz, data, and cellular, which would allow interoperability with other emergency agencies outside of the University during an emergency/disaster.
- Develop a template for radios. Normal day-to-day operations vs. crisis situation.

COSTS

- Purchase price: $75,000
- Yearly maintenance: TBD
- Integration costs: TBD

POST IMPLEMENTATION

- Develop schedule for periodic testing of capabilities mentioned above after new systems are deployed
- Implement the programming for the National Mutual Aid frequencies.
- Migrate toward radios that can be programming for at least 16 channels.

Note:

- The MIP 5000 VoIP Radio Console is designed to provide an affordable solution to transmit dispatch quality voice over the existing Ethernet network.
- The MIP 5000 radio console connects up to 100 remote users with flexible licensing that is available with one, four and eight channel software options. The console system consists of two parts: a Graphical User Interface (GUI) and a Radio Gateway(s).

INFRASTRUCTURE ANNUAL MAINTENANCE PLAN

PURPOSE

Develop a multiple year plan for the installation, maintenance, and replacement of all infrastructure equipment including: telephones, cable television, energy management, network equipment, modules, systems and cabling that currently support the University's technology backbone. Identify and implement battery backup and similar devices as part of this plan.

BENEFITS

- Lengthens "up-time" for all communications services during the event of an outage or emergency including voice, data, video, etc.
- Creates a University commitment to the implementation of new technology by offering advancements in networking equipment and support while reducing potential "strain" on departmental and project budgets currently used to fund upgrades and maintenance programs.

INITIAL RECOMMENDATIONS

- Collect information regarding areas on campus where Information Technology (IT) equipmennt is substandard and develop immediate plan for its replacement.
- Evaluate existing IT equipment lifespan and create ongoing replacement plan for all of it.
- Include funding for battery backup systems as part of annual plan for IT equipment plan.

- Work with Physical Plant and non-Ferris architects during remodel and new building projects to identify building space, cooling, and power requirements to supplement new technologies.

COSTS

- Purchase price: n/a
- Yearly maintenance: $500,000.00 for 5 years, with re-evaluation of necessary funding after those 5 years.

POST IMPLEMENTATION

- Develop minimum requirements for telecommunication closets that house network, telephone, CATV, and other technologies based on current industrial standards for size, cooling and power requirements, and system layout.

Note

- Developing this plan strengthens the University's mission toward the commitment of quality education using technology.
- The subgroup envisions this plan mirroring the PC Replacement Plan already in place.

INFORMATION TECHNOLOGY CIRCUIT REDUNDANCY

PURPOSE

Plan, develop, and implement redundant "information technology cabling rings" for the entire campus to eliminate potential blocks and bottlenecks in data, telephone, cable TV, energy management and emergency response circuitry during the event of an outage or campus emergency.

BENEFITS

- Significantly reduces potential for campus wide outages in IT services.
- Ability to re-route information to Emergency Operations Center (EOC) and other "command posts"
- Increase incoming telephone and data circuitry to handle extra load during emergencies.

INITIAL RECOMMENDATIONS

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- Develop "ring" plan to tie into key buildings where redundancy would be the most beneficial
- Work with local telephone company to increase number of incoming lines from 192 to 288 utilizing technology available with focus on upgrades when available.
- Design and implement routing capabilities to allow multiple Internet links to campus from more than one physical source.

COSTS

- Increase incoming telephone lines: $2,800/month requires coordination with local Telco
- Redundant infrastructure ring: $2 million
- Integration costs: $1 million for 3 years with re-evaluation of funding after those 3 years
- Functional area time: Outside consultants would be utilized in system design

ESTABLISHMENT OF "COMMAND POST" LOCATIONS FOR USE IN AN EMERGENCY

PURPOSE

Identify locations that could be set up in the event of an emergency to communicate directly with Emergency Operations Center (EOC) to assist in carrying out its function in the event of an emergency. Location would be utilized as a potential unification/counseling area for post-event duration dependent on severity of incident.

BENEFITS

- Organized dissipation of instructions and information to and from EOC staff and support staff responding to emergency.
- Hierarchical breakdown of information trafficking reduces overloading the EOC.

INITIAL RECOMMENDATIONS

- Divide campus into quadrants, then identify buildings and rooms within those quadrants that would be suitable for "command post" operation.
- Identify and install technologies necessary for "command post" operation with EOC.
- Research whether or not a truly "mobile" unit would be beneficial.

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COSTS:

- Integration costs: $250,000
- Technical services time: $10,000
- Telecommunications time: $20,000
- Training: $5,000

POST IMPLEMENTATION

- Staff training of "command post" operation

EXPAND EXISTING SIMPLEX FIRE ALARM SYSTEM FUNCTIONALITY

PURPOSE:

Re-vamp existing Simplex fire alarm system and building "panels" so they could be used as a notification mechanism. Increase functionality of existing system.

BENEFITS:

- Would serve as another "broadcast mechanism" that Public Safety could use to notify every campus building of an emergency.
- Immediate notification of situation to every campus building.

INITIAL RECOMMENDATIONS

- Develop scope of upgrade
- Identify system upgrade requirements and implementation plan
- Work with Physical Plant and DPS to develop deployment plan

COSTS

- Purchase price: $1 million
- Integration costs: $500,000
- Technical services time: TBD
- Telecommunications time: TBD
- Training: TBD

POST IMPLEMENTATION:

- Staff training

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CHARGE

Evaluate current policies and procedures for crisis communications and make recommendations to facilitate effective communications. In addition, this subgroup will review and make recommendations for faculty, staff and community crisis communications.

RECOMMENDATIONS

1. Follow current crisis communications plan as outlined in Section 3.1 of *Emergency Response Plan Vol. 1* using the communication tools identified in Attachment 1. This attachment also includes a listing of who is in charge of using each tool to disseminate messages.

    The *Emergency Response Plan Vol. 1,* Section 3.1, points out that*:*

    - The Public Information Officer (PIO) is the spokesperson for the University.
    - The Family Education Rights and Privacy Act (FERPA) precludes faculty and staff from disclosing a student's name or other personally identifying information.
    - The University legally cannot confirm a student's attendance at any specific location.
    - Regarding staff, the PIO can only release the employee's name, date of hire, status and location.

    Within Section 3.1, the following is outlined as a means of disseminating messages during a time of crisis (whether a natural disaster, violence, etc.): (It is important to note most of this process occurs concurrently)

    - The PIO will assess the situation, create an action plan, gather and verify all information, inform the President and other administrators, determine if a

statement to the media is necessary, and identify an emergency information media center.

- The PIO and Emergency Management Team will assess the severity of the crisis and its impact on the University, expected duration of the incident, need for PIO at the incident site, can the University continue to operate and how the event will impact the surrounding community.
- The PIO will approve information to be released, develop a University response to the crisis, maintain a log of all inquiries and schedule media interviews.
- The PIO will inform stakeholders and the media, be prepared to answer any questions, and update the President and other administrators.
- The PIO will complete record of crisis communications; complete media follow up and participate in a critical incident debriefing.

    Sample emergency messages are included in Attachment 2.

2. Finalize the plan detailing Emergency Communications Tools (Attachment 1) so that each department understands its role in a crisis. It is important to note that training will need to be scheduled. For example, what is the chain of command and who provides each department with the message to communicate, including discussions about the Emergency Operations Center located at the Department of Public Safety. It is proposed this be done by January 2008.

3. A system needs to be in place to assist the PIO with dissemination of messages should the phone and/or computer systems not function (this ties into the recommendations provided by the Infrastructure Strategies subgroup).

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This document is intended to supplement the University's emergency response plan section 3.1 Crisis Communications. The goal of this document is to provide expedited procedures in communicating with the campus community. It is not intended to replace the *Emergency Response Plan* or the Incident Management System.

Communication Flow: Incident Commander > FSU Dispatch > Emergency Response Team > Public Information Officer > Crisis Communications Begin

SEVERE WEATHER

Tornado Watch

Thunderstorm Watch

Thunderstorm Warning

Winter Storm Watch

Winter Storm Warning

- ✓ *Emergency Alert System (EAS) – gives capability to broadcast on Cable 7*
- ✓ *Notify Quick or CityWatch*

Tornado Warning

- ✓ *Emergency Alert System (EAS)*
- ✓ *Sirens*

FIRE

Non-structural

- ✓ *Building alarm system*

Structural (i.e., major fire)

- ✓ *Building alarm system*
- ✓ *Notify Quick or CityWatch*
- ✓ *MyFSU*
- ✓ *Lotus Notes*
- ✓ *800# Information Line*
- ✓ *Emergency Alert System (EAS) – gives capability to broadcast on Cable 7*

VIOLENCE ON CAMPUS

Immediate Threat:

- ✓ *Notify Quick or CityWatch*
- ✓ *Novell*
- ✓ *MyFSU*
- ✓ *Lotus Notes*
- ✓ *Ferris homepage*
- ✓ *800# Information Line*
- ✓ *Emergency Alert System (EAS) – gives capability to broadcast on Cable 7*

Informational Threat:

- ✓ *MyFSU*
- ✓ *Lotus Notes*

POWER OUTAGE

- ✓ *Notify Quick or CityWatch*

✓ *Inclement Weather* (rename Class Cancellation) *Communication Process*

CHEMICAL SPILL

✓ *Follow same communication procedures as "Violence on Campus"*

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Recommendations Report

Tool	Employee/Dept	Work	Cell	Home
Notify Quick or CityWatch	Dispatch Officer on Duty or IT Person	591-5000		
MyFSU	John Urbanick	591-2138	349-9200	796-2381
	Vicky Deur	591-2133	629-5244	796-2752
	Terri Aldrich	591-3630	620-5245	796-5343
Lotus Notes	John Urbanick	591-2138	349-9200	796-2381
	Mike Depew	591-2410	629-2081	N/A
	Lori Rendel	591-2142	408-6540	768-5832
Novell	John Urbanick	591-2138	349-9200	796-2381
	Mike Miklusicak	591-3560	250-4626	829-3718
	Krista Wilcox	591-3881	408-2286	972-8496
Emergency Alert System – gives capability to broadcast on Cable 7	Allen Sutherby	591-3596	231-629-2569	N/A
Ferris Web site	Shelly Armstrong	591-2066	231-580-3253	616-863-5952
	Ted Halm	591-2331	349-2140	796-1926

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	Rich Piippo	591-2042	231-598-0629	None
	Terri Aldrich	591-3630	620-5245	796-5343
800# Information Line	Shelly Armstrong	591-2066	231-580-3253	616-863-5952
	Leah Nixon	591-5604	231-580-1222	None
	Marc Sheehan	591-3965	231-250-8274	616-847-1991
	Michelle Herron	591-2557	231-349-4144	None
Electronic Signs	TBD			
ERT MyFSU Group	Mike McKay	591-2147	231-879-0385	231-527-1688
	Chris Weber	591-3848	349-2820	796-4975
Residence Hall Phone Fan-out	Jon Shaffer	591-3745	250-0211	592-9427
	Leroy Wright	591-3619	250-0137	796-3604
Classrooms	Tom Oldfield	591-2898	250-0987	796-3769
	Don Flickinger	591-2553	231-828-0894	796-9180
	Robbie Teahen	591-3805	231-631-5587	796-0487

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FIRE

Fire department personnel are currently on the scene at XX. Please stay clear of this area and cooperate with emergency personnel and FSU Public Safety. More information will be provided as it becomes available. Refer to FSU *Emergency and Safety Procedures* flipchart for more instructions.

BOMB THREAT

Ferris State University's Department of Public Safety received a bomb threat at XX suggesting that a bomb is set to explode at XX in XX building. Public Safety is conducting and coordinating a complete search of the area identified in the threat. Wait for instructions from police personnel before evacuating the building. In the meantime, if you observe any suspicious activity, report it immediately to Public Safety at 591-5000. Refer to Ferris State's *Emergency & Safety Procedures* flipchart for more instructions.

POWER OUTAGE

A power outage has occurred on (i.e., West campus). If you occupy an area where the power outage has occurred, use caution in moving about and use a flashlight instead of candles for light. Use telephones for emergencies only. If you are in a laboratory setting, evacuate the area immediately since most fume hoods will not operate when the building power is cut off. You will be informed by Public Safety personnel if relocation to a safer area is necessary. Remain calm and patient as power company crews work to restore power. Call Public Safety at 591-5000 if you have any questions.

VIOLENCE ON CAMPUS

Campus Police Officers have been dispatched to the scene of a reported (i.e., shooting) at XX. Few details are available at this time. You are urged to be cautious and to contact Ferris Police at 591-5000 if you observe anything suspicious. Call Ferris' Information Line at 591-5602 or check the Ferris Web site, www.ferris.edu, for updates.

CHEMICAL OR BIOLOGICAL SPILLS

Emergency personnel are on the scene of a chemical spill at XX and are in the process of assessing the hazard. Those in the immediate area have been alerted of the hazard and have been advised to evacuate the area. No one other than emergency personnel with the proper personal protective equipment should attempt to clean up the chemical

spill. There are no reported injuries at this time. If you have any information about the chemical spill, contact Ferris Police at 591-5000. Refer to Ferris State's Emergency & Safety Procedures flipchart for more instructions.

<u>WEATHER</u>

- Tornado Watch

A tornado watch has been issued for XX county(ies) until XX. This means that conditions are right for a tornado to form. Be alert and tune into local and television stations to find out current weather conditions. Refer to Ferris State's Emergency & Safety Procedures flipchart for more instructions.

- Tornado Warning (No pre-communication except sirens; emphasize post communication)

A tornado warning has been issued for XX county(ies) until XX. This means that a tornado has actually been sighted in the area. Take immediate action to take cover. Refer to Ferris State's *Emergency & Safety Procedures* flipchart for more instructions.

- Winter Storm

The National Weather Service has issued a winter storm advisory until XX for the following counties XX. In the event it is necessary to cancel classes or send employees home, listen to local radio and television stations, call the Ferris Information Line at 591-5602 or check the Ferris Web site, www.ferris.edu. Refer to the University's *Inclement Weather Business Policy* for more instructions.

NOTE: Modify severe weather messages according to those issued by the National Weather Service.

Section 1092(f): Disclosure of campus security policy and campus crime statistics (**a.k.a. Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act)**

(1) Each eligible institution participating in any program under this subchapter and part C of subchapter I of chapter 34 of Title 42 shall on August 1, 1991, begin to collect the following information with respect to campus crime statistics and campus security policies of that institution, and beginning September 1, 1992, and each year thereafter, prepare, publish, and distribute, through appropriate publications or mailings, to all current students and employees, and to any applicant for enrollment or employment upon request, an annual security report containing at least the following information with respect to the campus security policies and campus crime statistics of that institution:

(A) A statement of current campus policies regarding procedures and facilities for students and others to report criminal actions or other emergencies occurring on campus and policies concerning the institution's response to such reports.

(**B) A statement of current policies concerning security and access to campus facilities, including campus residences, and security considerations used in the maintenance of campus facilities.**

(C) A statement of current policies concerning campus law enforcement, including--

(i) the enforcement authority of security personnel, including their working relationship with State and local police agencies; and

(ii) policies which encourage accurate and prompt reporting of all crimes to the campus police and the appropriate police agencies.

(D) A description of the type and frequency of programs designed to inform students and employees about campus security procedures and practices and to encourage students and employees to be responsible for their own security and the security of others.

(E) A description of programs designed to inform students and employees about the prevention of crimes.

(F) Statistics concerning the occurrence on campus, in or on noncampus buildings or property, and on public property during the most recent calendar year, and during the 2 preceding calendar years for which data are available--

> **(i)** of the following criminal offenses reported to campus security authorities or local police agencies:
>
>> **(I)** murder;
>> **(II)** sex offenses, forcible or nonforcible;
>> **(III)** robbery;
>> **(IV)** aggravated assault;
>> **(V)** burglary;
>> **(VI)** motor vehicle theft;
>> **(VII)** manslaughter;
>> **(VIII)** arson; and
>> **(IX)** arrests or persons referred for campus disciplinary action for liquor law violations, drug-related violations, and weapons possession; and
>
> **(ii)** of the crimes described in subclauses (I) through (VIII) of clause (i), and other crimes involving bodily injury to any person in which the victim is intentionally selected because of the actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability of the victim that are reported to campus security authorities or local police agencies, which data shall be collected and reported according to category of prejudice.

(G) A statement of policy concerning the monitoring and recording through local police agencies of criminal activity at off-campus student organizations which are recognized by the institution and that are engaged in by students attending the institution, including those student organizations with off- campus housing facilities.

(H) A statement of policy regarding the possession, use, and sale of alcoholic beverages and enforcement of State underage drinking laws and a statement of policy regarding the possession, use, and sale of illegal drugs and enforcement of Federal and State drug laws and a description of any drug or alcohol abuse education programs as required under section 1011i of this title.

> **(I) A statement advising the campus community where law enforcement agency information provided by a State under section 14071(j) of Title 42, concerning registered sex offenders may be obtained, such as the law enforcement office of the institution, a**

local law enforcement agency with jurisdiction for the campus, or a computer network address.

(2) Nothing in this subsection shall be construed to authorize the Secretary to require particular policies, procedures, or practices by institutions of higher education with respect to campus crimes or campus security.

(3) Each institution participating in any program under this subchapter and part C of subchapter I of chapter 34 of Title 42 shall make timely reports to the campus community on crimes considered to be a threat to other students and employees described in paragraph (1)(F) that are reported to campus security or local law police agencies. Such reports shall be provided to students and employees in a manner that is timely and that will aid in the prevention of similar occurrences.

(4)(A) Each institution participating in any program under this subchapter [20 U.S.C. § 1070 et seq.] and part C of subchapter I of chapter 34 of Title 42 [42 U.S.C. § 2751 et seq.] that maintains a police or security department of any kind shall make, keep, and maintain a daily log, written in a form that can be easily understood, recording all crimes reported to such police or security department, including--

> **(i)** the nature, date, time, and general location of each crime; and
> **(ii)** the disposition of the complaint, if known.

> **(B)(i)** All entries that are required pursuant to this paragraph shall, except where disclosure of such information is prohibited by law or such disclosure would jeopardize the confidentiality of the victim, be open to public inspection within two business days of the initial report being made to the department or a campus security authority.

> **(ii)** If new information about an entry into a log becomes available to a police or security department, then the new information shall be recorded in the log not later than two business days after the information becomes available to the police or security department.

> **(iii)** If there is clear and convincing evidence that the release of such information would jeopardize an ongoing criminal investigation or the safety of an individual, cause a suspect to flee or evade detection, or result in the destruction of evidence, such information

may be withheld until that damage is no longer likely to occur from the release of such information.

(5) On an annual basis, each institution participating in any program under this subchapter and part C of subchapter I of chapter 34 of Title 42 [42 U.S.C. § 2751 et seq.] shall submit to the Secretary a copy of the statistics required to be made available under paragraph (1)(F). The Secretary shall--

(A) review such statistics and report to the Committee on Education and the Workforce of the House of Representatives and the Committee on Labor and Human Resources of the Senate on campus crime statistics by September 1, 2000;

(B) make copies of the statistics submitted to the Secretary available to the public; and

(C) in coordination with representatives of institutions of higher education, identify exemplary campus security policies, procedures, and practices and disseminate information concerning those policies, procedures, and practices that have proven effective in the reduction of campus crime.

(6)(A) In this subsection:

(i) The term "campus" means--

(I) any building or property owned or controlled by an institution of higher education within the same reasonably contiguous geographic area of the institution and used by the institution in direct support of, or in a manner related to, the institution's educational purposes, including residence halls; and
(II) property within the same reasonably contiguous geographic area of the institution that is owned by the institution but controlled by another person, is used by students, and supports institutional purposes (such as a food or other retail vendor).

(ii) The term "noncampus building or property" means--

(I) any building or property owned or controlled by a student organization recognized by the institution; and
(II) any building or property (other than a branch campus)

owned or controlled by an institution of higher education that is used in direct support of, or in relation to, the institution's educational purposes, is used by students, and is not within the same reasonably contiguous geographic area of the institution.

(iii) The term "public property" means all public property that is within the same reasonably contiguous geographic area of the institution, such as a sidewalk, a street, other thoroughfare, or parking facility, and is adjacent to a facility owned or controlled by the institution if the facility is used by the institution in direct support of, or in a manner related to the institution's educational purposes.

(B) In cases where branch campuses of an institution of higher education, schools within an institution of higher education, or administrative divisions within an institution are not within a reasonably contiguous geographic area, such entities shall be considered separate campuses for purposes of the reporting requirements of this section.

(7) The statistics described in paragraph (1)(F) shall be compiled in accordance with the definitions used in the uniform crime reporting system of the Department of Justice, Federal Bureau of Investigation, and the modifications in such definitions as implemented pursuant to the Hate Crime Statistics Act. Such statistics shall not identify victims of crimes or persons accused of crimes.

(8)(A) Each institution of higher education participating in any program under this subchapter and part C of subchapter I of chapter 34 of Title 42 shall develop and distribute as part of the report described in paragraph (1) a statement of policy regarding--

(i) such institution's campus sexual assault programs, which shall be aimed at prevention of sex offenses; and
(ii) the procedures followed once a sex offense has occurred.

(B) The policy described in subparagraph (A) shall address the following areas:

(i) Education programs to promote the awareness of rape, acquaintance rape, and other sex offenses.
(ii) Possible sanctions to be imposed following the final determination of an on-campus disciplinary procedure regarding rape, acquaintance rape, or other sex offenses, forcible or

nonforcible.

(iii) Procedures students should follow if a sex offense occurs, including who should be contacted, the importance of preserving evidence as may be necessary to the proof of criminal sexual assault, and to whom the alleged offense should be reported.

(iv) Procedures for on-campus disciplinary action in cases of alleged sexual assault, which shall include a clear statement that--

> **(I)** the accuser and the accused are entitled to the same opportunities to have others present during a campus disciplinary proceeding; and
> **(II)** both the accuser and the accused shall be informed of the outcome of any campus disciplinary proceeding brought alleging a sexual assault.

> **(v)** Informing students of their options to notify proper law enforcement authorities, including on-campus and local police, and the option to be assisted by campus authorities in notifying such authorities, if the student so chooses.
> **(vi)** Notification of students of existing counseling, mental health or student services for victims of sexual assault, both on campus and in the community.
> **(vii)** Notification of students of options for, and available assistance in, changing academic and living situations after an alleged sexual assault incident, if so requested by the victim and if such changes are reasonably available.

(C) Nothing in this paragraph shall be construed to confer a private right of action upon any person to enforce the provisions of this paragraph.

(9) The Secretary shall provide technical assistance in complying with the provisions of this section to an institution of higher education who requests such assistance.

(10) Nothing in this section shall be construed to require the reporting or disclosure of privileged information.

(11) The Secretary shall report to the appropriate committees of Congress each institution of higher education that the Secretary determines is not in compliance with the reporting requirements of this subsection.

(12) For purposes of reporting the statistics with respect to crimes described in paragraph (1)(F), an institution of higher education shall distinguish, by means of separate categories, any criminal offenses that occur--

(A) on campus;
(B) in or on a noncampus building or property;
(C) on public property; and
(D) in dormitories or other residential facilities for students on campus.

(13) Upon a determination pursuant to section 1094(c)(3)(B) of this title that an institution of higher education has substantially misrepresented the number, location, or nature of the crimes required to be reported under this subsection, the Secretary shall impose a civil penalty upon the institution in the same amount and pursuant to the same procedures as a civil penalty is imposed under section 1094(c)(3)(B) of this title.

(14)(A) Nothing in this subsection may be construed to--

> **(i)** create a cause of action against any institution of higher education or any employee of such an institution for any civil liability; or
> **(ii)** establish any standard of care.

(B) Notwithstanding any other provision of law, evidence regarding compliance or noncompliance with this subsection shall not be admissible as evidence in any proceeding of any court, agency, board, or other entity, except with respect to an action to enforce this subsection.

(15) This subsection may be cited as the "Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act".

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(Introduced in Senate)

110th CONGRESS

1st Session

S . 1228

To amend section 485(f) of the Higher Education Act of 1965 regarding law enforcement emergencies.

IN THE SENATE OF THE UNITED STATES

April 26, 2007

Mr. DURBIN (for himself and Mr. OBAMA) introduced the following bill; which was read twice and referred to the Committee on Health, Education, Labor, and Pensions

---

A BILL

To amend section 485(f) of the Higher Education Act of 1965 regarding law enforcement emergencies.

> *Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

SECTION 1. SHORT TITLE.

This Act may be cited as the `Campus Law Enforcement Emergency Response Act of 2007'.

SEC. 2. LAW ENFORCEMENT EMERGENCIES.

Section 485(f) of the Higher Education Act of 1965 (20 U.S.C. 1092(f)) is amended--

(1) by redesignating paragraphs (9) through (15) as paragraphs (10) through (16), respectively;

(2) by inserting after paragraph (8) the following:

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`(9)(A) **Each institution of higher education participating in any program under this title shall develop and distribute as part of the report described in paragraph (1)--**

> `**(i) a statement of policy regarding the institution's law enforcement emergency response program**; and

> `(ii) statistics concerning the occurrence of law enforcement emergencies on the campus of the institution.

`(B) In this paragraph:

> `(i) The term `campus' has the meaning given the term in paragraph 6(A)(i), except that the term includes--

>> `(I) a noncampus building or property, as defined in paragraph (6)(A)(ii), of an institution of higher education; and

>> `(II) any public property, as defined in paragraph (6)(A)(iii), of an institution of higher education.

> `(ii) **The term `law enforcement emergency' means a shooting, the presence of an armed and dangerous person, a bomb threat, the presence of an unauthorized hazardous or toxic material that poses a threat to health and safety, a lock-down, a reverse evacuation, or any other comparable type of incident, on the campus of an institution of higher education, that involves the participation of one or more law enforcement agencies.**

`**(C) The policy described in subparagraph (A) shall address the following:**

> `**(i) Procedures students, employees, and others on the campus of the institution will be directed to follow if a law enforcement emergency occurs.**

> `**(ii) Procedures the institution and law enforcement agencies will follow to inform students, employees, and others on the campus of the institution about a law enforcement emergency on the campus and will follow to direct the actions of the students, employees, and others. Such procedures may include e-mail alerts, telephone alerts, text-message alerts, radio announcements, television alerts, audible alert signals, and public address announcements.**

`**(D) Each institution participating in any program under this title shall test the institution's law enforcement emergency response policy and procedures on at least an annual basis.**

`**(E) Each institution participating in any program under this title shall make reports to the students, employees, and others on the campus of the institution, not later than 30 minutes after the discovery of a law enforcement emergency on the campus, through the procedures described in subparagraph (C)(ii).**

`(F) The Secretary and the Attorney General shall jointly have the authority--

`(i) to review, monitor, and ensure compliance with this paragraph;

`(ii) to advise institutions of higher education on model law enforcement emergency response policies, procedures, and practices; and

`(iii) to disseminate information concerning those policies, procedures, and practices.

`(G) CAMPUS LAW ENFORCEMENT EMERGENCY RESPONSE GRANTS-

`(i) PROGRAM AUTHORITY- The Secretary may make grants to institutions of higher education or consortia of such institutions, or enter into contracts with such institutions, consortia, and other organizations, to develop, implement, operate, improve, test, or disseminate campus law enforcement emergency response policies, procedures, or programs.

`(ii) AWARDS- Grants and contracts under this subparagraph shall be awarded--

`(I) on a competitive basis; and

`(II) for a period not to exceed 1 year.

`(iii) APPLICATIONS- An institution of higher education, a consortium, or an organization that desires to receive a grant or enter into a contract under this subparagraph shall submit an application to the Secretary at such time, in such manner, and containing or accompanied by such information as the Secretary may reasonably require by regulation.

`(iv) PARTICIPATION- In awarding grants and contracts under this subparagraph, the Secretary shall make every effort to ensure--

`(I) the equitable participation of institutions of higher education that are eligible to participate in programs under this title;

`(II) the equitable geographic participation of such institutions; and

`(III) the equitable participation of such institutions with large and small enrollments.

`(v) AUTHORIZATION OF APPROPRIATIONS- There are authorized to be appropriated to carry out this subparagraph $5,000,000 for fiscal year 2008 and such sums as may be necessary for each of the 4 succeeding fiscal years.'.