

To: The ESU Campus Community
From: President Dillman
Subject: Emergency Communication and Crisis Management
Date: 4/23/07

One week after the tragic shootings at Virginia Tech, ESU, like campuses throughout the nation, has accelerated its process of re-examining the university's Crisis Management Plan. We are continuing the process of revising the plan and all campus security measures, improving upon them wherever feasible, and researching best practices and lessons learned from the VTU tragedy.

The following are answers to specific questions about current procedures that have come to my attention:

1. What is ESU's specific plan for notifying students and other campus constituents in the event of an emergency?

- a. Current method for emergency communication:
 - Website. Prominent posting of crisis/emergency message on home page and link to directive information.
 - E-mail (Postmaster, Listserv). Mass email message is immediately sent out to the campus community by the office of university relations through president's authorization. Faculty, staff and students are sent the message(s) via both postmaster and two listservs.
 - Telephone broadcast message, text of which is provided by university relations, is made to all campus land line phones via the office of computing and communications services.
- b. Additionally we utilize the following:
 - Public address systems in all residence halls and the Student Recreation Center.
 - University Cable TV channel which is broadcast to all residence halls, the Student Union, the Student Recreation Center, Koehler Fieldhouse (athletics); and the student dining hall.
 - Traditional alarm systems in the following buildings: residence halls; classroom/laboratory; administrative; dining hall(s); student union; student recreation center; Koehler Fieldhouse.
 - The university student run radio station (WESS) will air prepared announcements submitted by university relations, instructing students, faculty and staff to shelter in place if on campus and to stay away from campus if not on site.

c. We are actively investigating the possibilities of:

- Cell phone text messaging
- Collaborative messaging services
- Instant messaging service
- Siren
- Emergency beacon system

2. *In the event of a crisis or campus trauma, what mechanisms do you have in place to notify parents and spouses of students?*

- a. The website (where emergency or crisis information is posted immediately and prominently on the home page);
- b. E-mail messages to all faculty, staff and students. Students are encouraged to forward the messages to their families.
- c. We reach commuter students and their families through placing messages on several radio and television stations throughout the Northeast Pennsylvania region, and adjacent Northern New Jersey and New York areas in which the majority of ESU students' families reside.
- d. Several newspaper and electronic media websites will post emergency information instantaneously at our request, and several have subscription text messaging services for their readers and listeners, that they will use to send out crisis information since it is also considered news.
- e. We are also investigating new communications vehicles including text messaging and instant messaging as mentioned above.

3. *As part of the student's information file, do you routinely collect students' mobile phone numbers?*

- a. We do currently collect resident student cell phone numbers. Residence Life and the Orientation program will request voluntary sharing of cell numbers from incoming fall '07 semester students. We will expand that to requesting voluntary student and staff participation if and when text messaging is adopted by the university.

4. *What are the Security measures in place in the Residence Halls?*

- a. Card swipe entry ways at front door and again at the front desk.
- b. Desk staff on duty from 10 a.m. until 1 a.m. Monday through Thursday. From Friday at 10 a.m. we have coverage 24 hours through 1 a.m. Monday morning. (Sunday night).
- c. Resident Advisors are on duty every weeknight beginning at 7 p.m. until the next morning, and 24 hours on weekends beginning at 7 p.m. Friday night.
- d. Peep holes in student room doors in all halls.
- e. Security cameras at front entrances and in computer labs in all halls, and in some other areas in selected halls
- f. All secondary entrances/exits are alarmed 24/7. You cannot enter through these doors.
- g. Public Address systems in all halls, except the University Apartments.
- h. Other Measures:
 - Keys are coded so they can not be traced to a particular room if lost or stolen.
 - Non-student guests must sign in and leave photo ID at the front desk.
 - ESU students must swipe their e-card at the front desk. All visitors must be escorted by a resident in the hall they are visiting. (Visiting hours coincide with front desk coverage.)

5. *What are the procedures to determine when, if, and how to lock down the campus?*

- a. An evacuation plan is in place and there are current discussions regarding the "Shelter in Place" model which will be explained in our revised Crisis Management Plan.
- b. Shelter-in-place is a protective action that involves taking cover or otherwise remaining at or near normal workstations.
- c. Sheltering-in-place is the preferred option to lock downs when there is little or no warning of the impending emergency and conditions away from the immediate workspace pose safety threats that outweigh those posed by remaining in-place.

6. *What is the ESU Firearms Policy?*

- a. The keeping of firearms, explosives of any type (including firecrackers), chemicals or weapons of any type is not permitted in residence hall rooms or in any area of the campus. This also includes hunting bows and arrows, pellet guns, hunting knives in general. Hunting enthusiasts and persons with concealed weapons permits, may store firearms with the University Police during hunting season or when on campus with a permit to carry a firearm.