Emergency Notification System

Frequently Asked Questions

What is the Southwestern College Emergency Notification system, Blackboard Connect?
The Southwestern College Emergency Notification system is a way for the college to send voice, email, and text messages to you during an emergency or provide you with other time-sensitive and critical information. The College utilizes a service called *Blackboard Connect*

How does the Blackboard Connect system obtain student and staff contact information?
If you are a student or an employee, the phone and email information in WebAdvisor is used to populate the Blackboard Connect database. To ensure the accuracy of the contact information, it is important that the information in WebAdvisor is up to date. Blackboard Connect provides an encrypted, online process to securely import Southwestern College's existing data into the College account in a secure and reliable manner.

How do I update my contact information if it is not correct?
Students can update their contact information in WebAdvisor by logging in and clicking on the **Update your Email/Telephone Number/Address/Major** under the **User Account** information section. Southwestern College faculty and staff can click on the **Contact Information Change** button under the **Staff User Account** section to update your telephone information (home, emergency and cell) and your email address(es).

Does Blackboard Connect share the school's information with anyone?
No. Blackboard Connect does not sell, lease, share, or rent personally identifiable information (names, addresses, phone numbers, etc.) to any companies or persons outside of Blackboard Connect or their service providers.

How does the Blackboard Connect for Higher Education notification service work?
The Blackboard Connect service combines the power of the Internet with the pervasiveness of the telephone. This service helps the College reach out to students and staff via:

- Voice messages to home phones and cell phones
- Text messages to cell phones, PDAs and other text-based devices
- Written messages to e-mail accounts
- Messages to TTY/TDD receiving devices for the hearing impaired

What is multi-modal communication? Are text messages alone sufficient?
With the Blackboard Connect service, campus officials can reach the campus community members in their own voice on landlines, cell phones, via e-mail, text messages on cell phones, PDAs/other text-receiving devices, and TTY/TDD receiving devices for the hearing impaired.

During a time-sensitive situation, multi-modal communication is critical as it is a more comprehensive way to reach people in the environment they may be in at the moment an issue arises. Communication is sent simultaneously to all available contact points for each person.

What will the text message look like on my phone?
The emergency text message will display on your cell phone as SWCEMERGENCY or SWCSAFETY (depending upon the circumstance). The emergency phone number will display as 619-216-6733, if you would like to store it in your phone contacts.

Am I required to receive emergency and safety texts on my phone?
We are required to inform you that you may opt out of receiving emergency messages via text message. However, in light of such high-profile college campus emergencies such as Santa Monica Community College, Virginia Tech and closing of the campus during the wildfires, we strongly recommend that you NOT opt out of these emergency text alerts.

How has the Blackboard Connect system been used?
The Blackboard Connect system has been used to communicate vital information when a critical situation has taken place. It is also used to issue alerts to campus members as outlined in the Clery Act. Eventually, Southwestern College will use the service for more routine communication, including communicating during the registration process and to alert students to important financial aid and/or payment deadlines.

How can the Blackboard Connect service reach thousands in minutes?
The company's mass notification engine supports the Blackboard Connect system. Blackboard Connect maintains access to tens of thousands of phone lines originating from multiple locations throughout the United States to ensure that its communications are delivered quickly and efficiently. Moreover, Blackboard Connect employs sophisticated call throttling logic to identify the proper schematics needed to deliver calls based upon whatever congestion the local telecommunications providers are experiencing at the moment calls are being attempted.

Ensure You Receive Emergency Notifications

Step-by-Step Instructions for WebAdvisor

Update your Email/ Telephone Number/ Address/ Major

* = Required

SWC students:

It is critical that your directory information is correct. SWC will be implementing new electronic services such as Financial Aid disbursements, emergency notification, as well as you can make changes to your academic major.

We will be providing more information about these services in the next few weeks via email.

Address Information For
Johnny Jaguar
Mailing Address*
900 Otay Lakes Road

City* Chula Vista   State* California   Zip Code* 91910
Country US United States

Phone Number   Ext Type
619-555-5555   HOME Home Phone   **Click small black arrow and hold down for Drop-down Menu to appear**

Type
HOME Home Phone
HOME Home Phone
EMER Emergency Contact
CELL Cell Phone

E-Mail Address* jjaguar@gmail.com

Major – Job Advancement

Important!
- Students will be limited to two online changes of academic majors per semester. Students will need to see a counselor for any additional changes.
- Financial Aid applicants must be enrolled in an approved academic program. Undecided, Job Advancement, Personal Improvement or any Certificate of Proficiency are not acceptable academic majors.
- Changing the academic major may cause students to forfeit their catalog rights for the previous major. For more information, see the Southwestern College Catalog.
- Changing the academic major may require a change to the Student Education Plan (SEP). If you have questions, contact to the Counseling Center.

Update your Email/ Telephone Number/ Address/ Major

* = Required

SWC students:

It is critical that your directory information is correct. SWC will be implementing new electronic services such as Financial Aid disbursements, emergency notification, as well as you can make changes to your academic major.

We will be providing more information about these services in the next few weeks via email.

Address Information For
Johnny Jaguar
Mailing Address*
900 Otay Lakes Road

City* Chula Vista   State* California   Zip Code* 91910
Country US United States

Phone Number   Ext Type
619-555-5555   HOME Home Phone   **Type in your home phone number. If you have no landline, leave blank.**
619-555-5555   EMER Emergency Contact   **Number for person to be contacted if you are involved in an emergency.**
619-555-5555   CELL Cell Phone   **Type in your cell phone number. If left blank, you will not receive emergency texts.**

E-Mail Address* jjaguar@gmail.com   **Type in home or office email**

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I have reviewed and certify my information is correct.

SUBMIT   **When complete, hit submit**