The need for students and parents to stay on top of school academic and campus activities has never been greater. They demand not only educational excellence but also a safe and secure environment in which students can learn – assurance that when threatening incidents occur on campus, the right tools are in place to create a rapid and effective response.

**How fast can your campus respond?**

An incident with a weapon has been reported on campus and you need to issue a “lockdown”. Right before your school day starts, a fuel delivery truck is involved in a traffic accident right outside the main college gate. A gas leak has been reported in the proximity of the main campus parking structure and you need to issue an evacuation alert to those in the affected area. One of your lecturers has just called in sick and you need to find a replacement. You need to leave messages with all the eighth-grade students' parents to remind them of a pending school trip. What single communications solution can address all these requirements?

Forward-thinking educational institutions are looking to next-generation business communications systems to address these issues – systems that are flexible and powerful enough to support notifications to enhance routine campus operations and during emergency scenarios.
Traditional emergency notification systems can help in some ways, but may not be adequate in an era of mobility and social media where communication choices through Voice over IP (VoIP), SMS, Facebook and Twitter may be preferred. Some are proprietary systems and don’t integrate easily, if at all, with modern communications technology such as IP Desk Phones or Mobile clients. These and other shortcomings may prevent the type of effective response required when threatening incidents occur.

A better way with the Avaya Cloud Notification Solution

With the Avaya Cloud Notification Solution (ACNS), schools, colleges and universities can be confident that they have the communications tools in place to keep campus safety personnel, students, teachers, faculty, staff and parents informed when incidents occur, provide instructions on what to do and keep them apprised as events unfold.

The ACNS can deliver:

- **Speed, Scalability and Capacity** – notify small targeted security teams or the entire student or parent population in real-time.
- **Pre-scripted or Pre-recorded Messages** – before an incident occurs or ahead of a scheduled event, prepare recorded messages and specify the list of contacts to whom the messages will be sent.
- **Multiple Ways to Trigger Notification** – when an incident occurs, trigger the notification through a web portal, by placing a call, or sending an email. Notifications can also be triggered automatically from a third-party system.
- **Notifications to Diverse End Points** – place notification calls to campus phones, home phones and wireless phones. Send messages through SMS, email and Mobile clients. Enable text messages to be converted to audio (via text to speech) for play during a notification call. Broadcast to overhead speakers and horns. Display on digital signage. Send updates to social networking sites.
- **IP Phone Zone Paging and Speakers/Horns** – define zones of IP phones and broadcast audio and/or text messages, audible through the phone’s speakers and visible in the display window.
- **Conferencing and Collaboration** – using the Equinox conferencing service provided by Avaya or by configuring the system to leverage third party conferencing and collaboration services, broadcast messages can be configured to seamlessly bring key stakeholders into a real-time audioconferencing bridge.
- **Detailed Reporting** – for real-time insight into who has been notified and if they have responded – how they responded, at what time and from which device. Summary and detailed reports are available through the Web Portal. For customized reports and analytics, “raw” data is also available for download.
- **Partitioning** – allow different departments, locations or campus centers to work within their own private partition, yet utilize a single system, leverage similar scenarios and share a common resource.
- **Web Portal Application** – for ease of administration, operations and management of the system.

The Clery Act for Colleges and Universities

For colleges and universities that participate in the United States Federal Financial Aid Program, the Clery Act requires institutions to give timely warnings of crimes that represent a threat to the safety of students or employees.

For more complete information on this law see PublicIntegrity.org
Benefits from leveraging the ACNS can include:

- **Risk Mitigation** – provide educational institutions with the tools to effectively respond and take control when an unplanned incident or threat looms.
- **Compliance** – broadcast relevant messages to specific individuals or contacts according to their roles, responsibilities and authority or according to the institution’s policy.
- **Reporting** – capture and consolidate message broadcast responses, see who was able to respond and when for real-time management of people and resources.
- **Situational Awareness** – gain visibility into how your organization is responding in real-time. Call and page staff, students and homes.
- **Lower Total Cost of Ownership** – leverage a single system for lockdowns, overhead paging, responding to emergency incidents and leaving messages with parents and students.

The Avaya difference

With safety and security a paramount concern, technology is important, no doubt. However, an effective notification solution should encompass much more. It should be able to consider your existing environment, policies, procedures and workplace design. It should be able to leverage existing resources wherever possible and reinforce proven processes. And, bottom line: it should be about getting the right information out to the right people at the right time.

Avaya consultants and advanced solution architects work with educational institutions to understand their environment and how its unique characteristics determine the configuration, design and installation of the ACNS. Working within the parameters of your existing infrastructure, we guide you through critical decisions about deployment, timing and activation of the system. We deliver comprehensive formal training and documentation, and we offer knowledge transfer every step of the way.

As a trusted partner to over 5,000 educational institutions globally, Avaya can converge and consolidate voice, data and video networks to deliver a foundation for a more mobile and connected campus.

A trusted partner to education institutions globally

In an increasingly complex world, it's not just a matter of if an emergency will occur — it's a matter of when and, more importantly, what type. Every university, college and school has the responsibility to provide the best and most comprehensive response planning possible, along with a means to stay in close contact with the student population, parents, teachers, faculty and staff.

As a trusted partner to over 5,000 educational institutions globally, Avaya can converge and consolidate voice, data and video networks to deliver a foundation for a more mobile and connected campus. The advanced features of such networks and cloud-based solutions underpin academic and administrative activities to help drive student achievement, streamline student services, maximize faculty and staff productivity, and improve campus operational efficiencies. With ACNS, Avaya enables your campus to be prepared for virtually any incident with the right communications and messaging tools in place.
A powerful, closed-loop solution for urgent communications

Protecting students is a top priority for schools. To increase school safety, using ACNS can help educational institutions address the operational challenges they confront or need to be prepared for every day. Use ACNS for:

- **Active Shooter** – If an assault or incident with a weapon has been reported on campus could you immediately notify students and staff and other law enforcement agencies? Often in these situations, the people closest to the situation, and most at risk, can be among the last to know. The ACNS can provide alerts of incidents while sending precise, location-based notifications to affected areas with directions on how to respond.

- **Student Safety** – Ensure when students feel threatened they have a mobile SOS button to quickly deliver vital information to authorities, including location, audio and video via a mobile app.

- **Campus Policing** – Deliver campus wide notification regarding criminal activity, safety tips, event updates and more to keep students and staff safe and informed. Reach students through a paging solution which can reach a specific classroom, lecture hall, or every corner of the campus.

- **Severe Weather** – Keep your campus populations ahead of the weather by informing them of tornados, wild fires, blizzards and another severe storms in addition to any building and/or campus closures. Specialized call to action alerts to notify response teams, such as emergency managers or business continuity teams and have them join conference calls to coordinate response.

- **IT Incidents** - Mitigate the impact of campus system downtime that can affect your library Wi-Fi, student records, HR database and other systems by minimizing how long it takes to activate IT response teams.

- **Major Social and Athletic Events** – Reach spectators, students, vendors, staff and nearby communities via SMS through a simple event text opt-in.

- **Clery Act Compliance** - Stay compliant with the ability to share timely warnings and deliver emergency notifications to your entire campus via multimodal notification and reporting capabilities.
Every university, college and school has the responsibility to provide the best and most comprehensive response planning possible, along with a means to stay in close contact with the student population, parents, teachers, faculty and staff.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we’ve enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we’re committed to innovation, partnership, and a relentless focus on what’s next. We’re the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.