



EMA for Universities Student, Staff & Faculty Communication System

EMA for Universities is a hosted communication and notification system that can be used by Colleges and Universities, with single or multiple campus's for urgent / emergency notification and communication of important activities surrounding campus life.

Graduate to Better Communication

EMA for Universities enables timely, consistent, cost-effective outbound voice communications leading to a safer, more effective learning environment for students and greater peace of mind for faculty & staff.

Improve the dependability & consistency of messages:

- messages can be sent to multiple contact numbers to increase the likelihood of critical message delivery,
- since the message is recorded, the same information is provided to each and every recipient.

Save staff time & cost:

- large volumes of messages can be sent in a fraction of the time required manually through call trees or paper based notices,
- messages and contact lists can be prepared in advance allowing a speedy response when needed.

Improve safety & involvement:

- timely information means that students, emergency personnel or staff can respond appropriately based on the nature of the communication.

Information Transports

- Voice, Email, SMS

Peace of Mind for Everyone

- Confidential storage of data on hosted, secure servers in a locked-down facilities with access restricted only to authorized personnel
- Timely, accurate information provides all parties with the comfort of knowing that they are being cared for in the case of an emergency as well as in their daily routine
- The *EMA InfoLine* information hotline can be used to provide ongoing updates to families without creating a bottleneck at the University's switchboard
- The message receiver can automatically connect to a live operator either at the University or another site, by simply pressing a number on their touch-tone keypad

Unparalleled Flexibility

EMA for Universities is ideal for both emergency notifications and information announcements.

Crisis & Emergency Notification

- Class cancellation
- Weather alerts
- Utility failures
- Evacuation
- Transportation delays
- Early cancellation
- On-campus violence (lock down)

General information

- Event notices (Sports/games)
- Reminders of due dates (Assignments)
- Rumor abatement
- Faculty Meeting notices
- Association, Alumni and Club notices
- Homecoming or Class reunions



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Hosted Model Benefits

As a hosted application, EMA for Universities provides the following benefits over premise-based systems:

No Capital Expenditure

- EMA for Universities is a hosted, fully redundant, pay-for-use service requiring no capital expenditures & no recurring maintenance costs.

Evergreen Solution

- The hosting platform is upgraded on a continual basis to ensure that the latest and richest functionality is available.

No Contact Center Hardware or Software

- Universities do not need to purchase any technology, install extra phone lines or maintain systems.

Features

- Activate callouts from the secure, web-based admin interface or from any phone
- Broadcast to any group or sub-group based on your database
- Text-To-Speech message creation
- Advance scheduling for routine events
- Stop / re-start & throttle controls to adjust for staffing constraints
- Message recipients can connect to the school or answering service using their touch-tone keypad
- View the progress of the notification event in near real time from any PC via the web
- Leave a different message based on whether there is a connection or voicemail
- Ring-No-Answer & busy recognition, fax machine detection
- Database scrubbing throughout campaign identifies invalid numbers
- Message replay for recipients
- Multiple concurrent callout capability
- All data stored on secured servers
- Near real-time reporting provides results for audit purposes and to identify those numbers that the application has not been able to connect to
- Customizable caller ID shows message recipients a recognizable number
- Optional 24 hour automated inbound information line
- Report data can be exported to Excel, PDF, TIFF, CSV, Web archive & XML
- Email and SMS transports

Notification & Communication

