

SKIDMORE

**OMNILERT MANUAL
WITH APPENDICES**

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Omnilert Overview

Omnilert is the rebranded product of e2Campus/SUNS, and is used to communicate with the Skidmore community in the event of an emergency.

Campus Safety will first use Omnilert and/or the campus loudspeaker to begin informing the community about the nature of the emergency. Then our office will communicate with Campus Safety and, with their approval, assume responsibility for communications during the remainder of the emergency.

- Step 1 – Initial alert (done by Campus Safety)
- Step 2 – Post updates as necessary (Omnilert, done by Communications and Marketing)
- Step 3 – Send a final message (Omnilert, done by Communications and Marketing)
- Step 4 – Send any follow up email messages to parents, alumni, etc. (done by Communications and Marketing)
- Step 5 – Archive the alerts (Skidmore website, done by Communications and Marketing)

Login and Support Information

Admin Login: <https://skidmore.omnilert.net/admin/>

Subscriber Login: <https://skidmore.omnilert.net/>

LDAP Subscriber Login: <https://skidmore.omnilert.net/?sso=1>

Communications Voicemail

Passcode: 12835

Omnilert Support

Eric Polovich - epolovich@omnilert.com

MAIN: 1-800-936-3525 x 743

LOCAL: 1-703-682-2281 x 743

OU Support

Nick Atkinson

Marx Akwensioge

800 362-2605

Knowledge Base

<https://support.omnilert.com/hc/en-us/categories/115001259768-Admin-Knowledge-Base>

Informz

support@higherlogic.com

(888) 371-1842

(518) 691-0071

Info Email Account

info@skidmore.edu

TellMe2!

iModules

(913) 685-05242

Rep: Jen McGee

Rise Televisions

<https://apps.risevision.com/skidmoredigitalsigns@gmail.com>

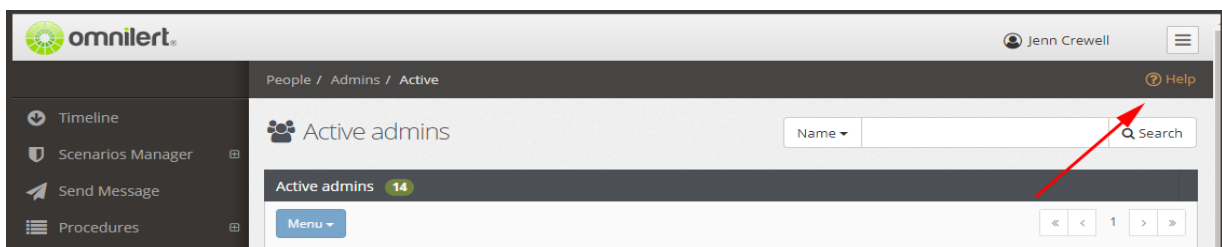
Skidmore12866

Best practices

- **Post frequent updates**, even if just to say that there has been no change in the situation. This keeps parents and the community informed, particularly if the emergency situation has a long duration. Determine how frequent updates should be posted – 15 minutes, 30 minutes, 60 minutes – and revisit that during the course of the situation as necessary.
- **Cancel existing alerts when you publish a new alert of the same type** – there is no automatic overwrite.
- **Monitor social media accounts closely.** Participants following our emergency communications via social media expect more frequent interactions, and will often voice questions and concerns that need to be addressed.
 - **Social media updates should refer people to the content found on the Alerts page. They should never be used to post content that has not already been posted to the main Alert page via Omnilert.**
- **DO NOT DELETE alerts from Omnilert.** Use the Cancel function to control when messages disappear from the Skidmore webpage.

Important tips to remember about Omnilert

- Do not copy/paste from Word to Omnilert, always type into the boxes.
- Keep your messages concise – 140 characters for Twitter is the limit for the first paragraph, anything beyond that belongs in a new paragraph and will only be delivered to email, Facebook, SMS, etc.
- Remember that the Subject Line and From count in the character count for Text and Twitter.
- There are Help icons in the top right corner of each page view in Omnilert, which can provide you with help information targeted to where you are in the system.



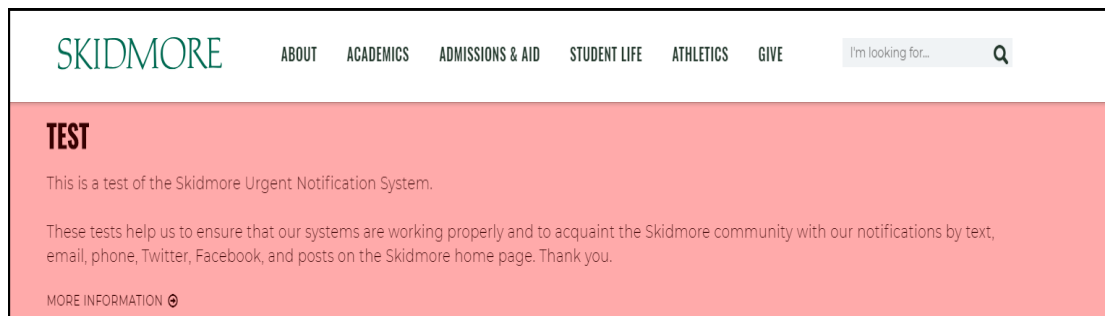
Note: Extra spacing for delivery optimization will cause extra spacing in your email and Facebook text, and that's just something to be aware of. If this is completely undesirable, you will have to craft and send out separate messages to each channel.

Step 1 – Initial alert

(Done by Campus Safety)

This step is not described in detail here, as this training manual is intended for the Office of Communications and Marketing to pick up emergency communication where Campus Safety leaves off.

- Campus Safety will post an initial alert through Omnilert using whatever services are deemed applicable – digital signs, email, voicemail, text message, web updates, and/or social media.
- Alerts display as a colored box across the top of the webpages, with page content still available below the alert.
- Rise Vision TV's replace the television content with the alert message.



Step 2 – Post updates as necessary

(in Omnilert, done by Communications)

- Post updates through Omnilert as necessary, and on the schedule determined by the emergency team.

As the situation progresses, it will be necessary to post updates to the alert status, and monitor interactions on social media channels.

Notes:

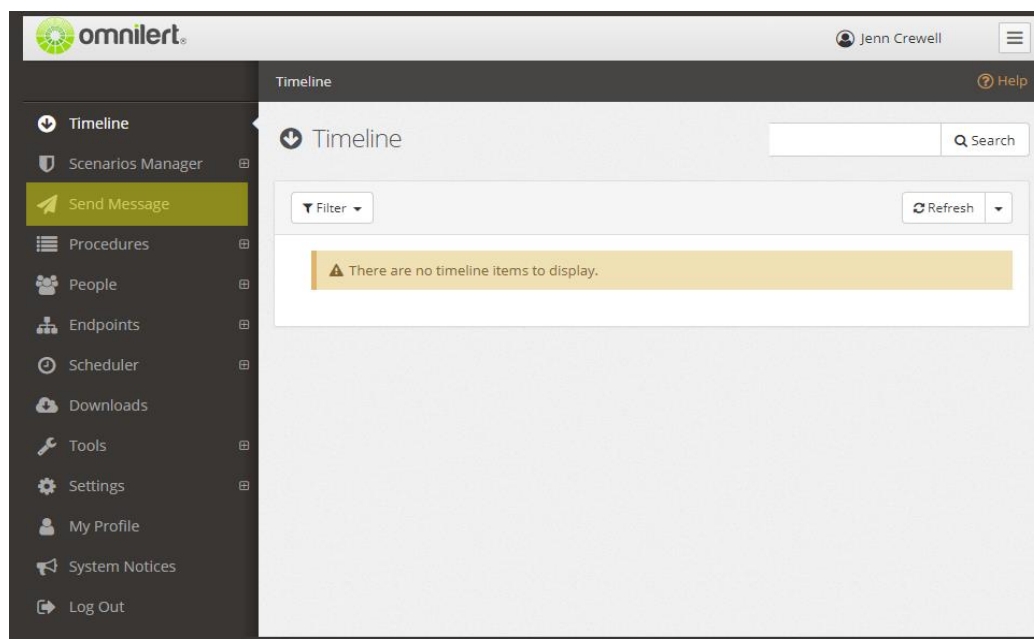
- If you are replacing an alert with the same color alert, that will update the website.
- If you are replacing an alert with a different color alert, you must cancel the prior alert so as to not have two different color alerts displaying simultaneously.
- You cannot click the Send Message button until all areas are filled out.

A) Log In

- Go to <https://skidmore.omnilert.net/admin/> and log in using your assigned username and password.

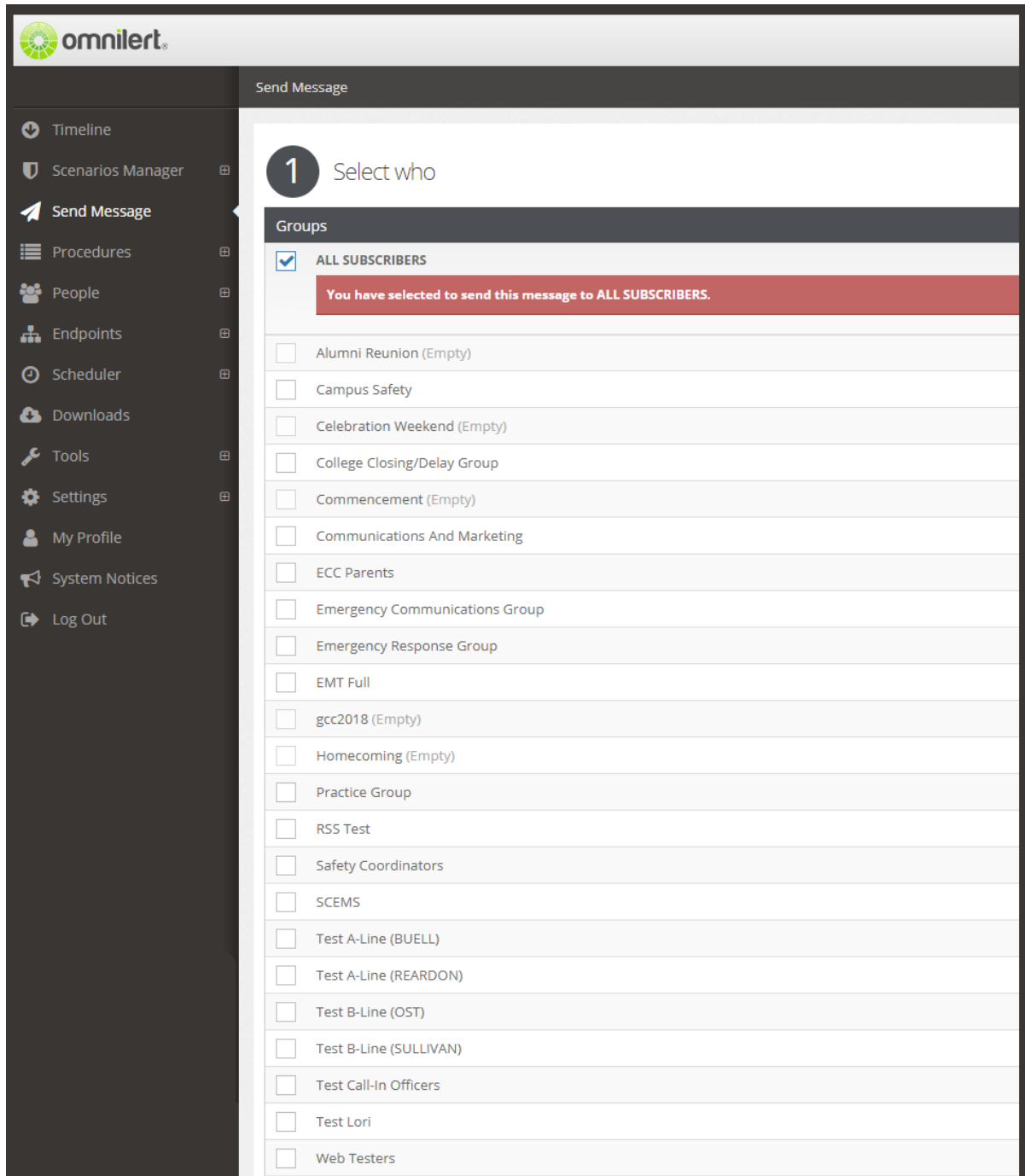
This is not the same as your Skidmore username and password, so make sure you have this unique password memorized or available to you.

- Click the left menu item **Send Message**.



B) Select Audience

- Your screen will now display options for your message, starting with **Select Who**.
- Place a checkmark in front of each group that you want to communicate with.
- **Be very careful selecting your groups - most groups will not be used except for testing. Do not send to a group that you do not know the members of!**



The screenshot shows the 'omnilert' web application interface. On the left is a dark sidebar with a navigation menu containing icons and labels for: Timeline, Scenarios Manager, Send Message (highlighted), Procedures, People, Endpoints, Scheduler, Downloads, Tools, Settings, My Profile, System Notices, and Log Out. The main content area is titled 'Send Message' and features a large circular icon with the number '1' and the text 'Select who'. Below this is a section titled 'Groups' containing a list of groups, each with a checkbox. The first group, 'ALL SUBSCRIBERS', is selected with a blue checkmark. A red banner message states: 'You have selected to send this message to ALL SUBSCRIBERS.' The list of groups includes: Alumni Reunion (Empty), Campus Safety, Celebration Weekend (Empty), College Closing/Delay Group, Commencement (Empty), Communications And Marketing, ECC Parents, Emergency Communications Group, Emergency Response Group, EMT Full, gcc2018 (Empty), Homecoming (Empty), Practice Group, RSS Test, Safety Coordinators, SCEMS, Test A-Line (BUELL), Test A-Line (REARDON), Test B-Line (OST), Test B-Line (SULLIVAN), Test Call-In Officers, Test Lori, and Web Testers.

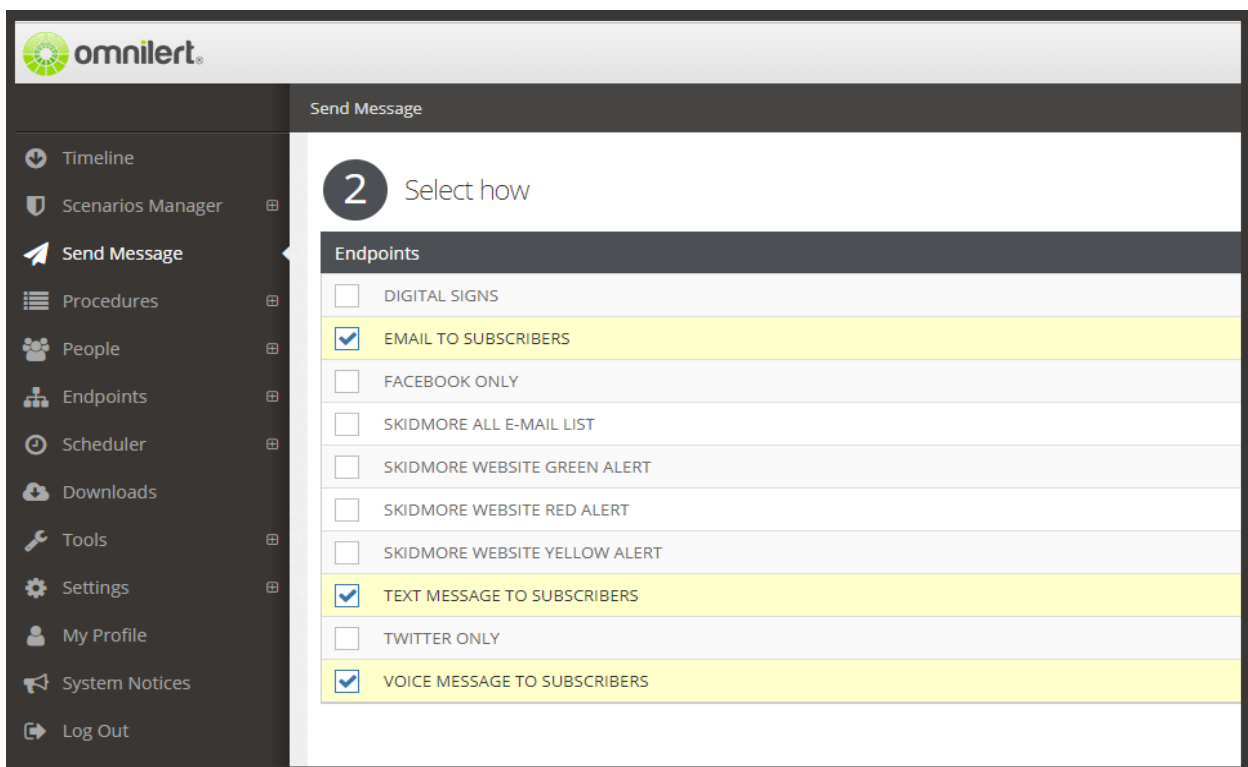
| Group | Selected |
|--------------------------------|-------------------------------------|
| ALL SUBSCRIBERS | <input checked="" type="checkbox"/> |
| Alumni Reunion (Empty) | <input type="checkbox"/> |
| Campus Safety | <input type="checkbox"/> |
| Celebration Weekend (Empty) | <input type="checkbox"/> |
| College Closing/Delay Group | <input type="checkbox"/> |
| Commencement (Empty) | <input type="checkbox"/> |
| Communications And Marketing | <input type="checkbox"/> |
| ECC Parents | <input type="checkbox"/> |
| Emergency Communications Group | <input type="checkbox"/> |
| Emergency Response Group | <input type="checkbox"/> |
| EMT Full | <input type="checkbox"/> |
| gcc2018 (Empty) | <input type="checkbox"/> |
| Homecoming (Empty) | <input type="checkbox"/> |
| Practice Group | <input type="checkbox"/> |
| RSS Test | <input type="checkbox"/> |
| Safety Coordinators | <input type="checkbox"/> |
| SCEMS | <input type="checkbox"/> |
| Test A-Line (BUELL) | <input type="checkbox"/> |
| Test A-Line (REARDON) | <input type="checkbox"/> |
| Test B-Line (OST) | <input type="checkbox"/> |
| Test B-Line (SULLIVAN) | <input type="checkbox"/> |
| Test Call-In Officers | <input type="checkbox"/> |
| Test Lori | <input type="checkbox"/> |
| Web Testers | <input type="checkbox"/> |

Some example groups that might be used for communication:

- **ALL SUBSCRIBERS** – everyone subscribed to Omnilert, the group used for most emergency communications
 - Note that the group ALL USERS will display a warning that you have selected it, to be sure it's what you want to do. That is expected and normal.
- Campus Safety – members of Campus Safety
- College Closing/Delay Group
- Communications and Marketing – members of Communications and Marketing
- Emergency Communications Group
- Emergency Response Group – EMT Emergency Response Group
- EMT Full – Full Emergency Management Team

C) Select Delivery Method

- Scroll down on the **Send Message** page to reveal the **Select How** section.
- Place a checkmark in front of each delivery method you would like to use.
- Note that three are selected by default – you can uncheck them if you do not want to use those methods.



The screenshot shows the Omnilert web interface. On the left is a dark sidebar with navigation links: Timeline, Scenarios Manager, Send Message (highlighted), Procedures, People, Endpoints, Scheduler, Downloads, Tools, Settings, My Profile, System Notices, and Log Out. The main content area is titled 'Send Message' and shows step '2 Select how'. Below this is a section titled 'Endpoints' with a list of delivery methods, each with a checkbox. The following table represents the data shown in the 'Endpoints' section:

| Endpoints | |
|-------------------------------------|-------------------------------|
| <input type="checkbox"/> | DIGITAL SIGNS |
| <input checked="" type="checkbox"/> | EMAIL TO SUBSCRIBERS |
| <input type="checkbox"/> | FACEBOOK ONLY |
| <input type="checkbox"/> | SKIDMORE ALL E-MAIL LIST |
| <input type="checkbox"/> | SKIDMORE WEBSITE GREEN ALERT |
| <input type="checkbox"/> | SKIDMORE WEBSITE RED ALERT |
| <input type="checkbox"/> | SKIDMORE WEBSITE YELLOW ALERT |
| <input checked="" type="checkbox"/> | TEXT MESSAGE TO SUBSCRIBERS |
| <input type="checkbox"/> | TWITTER ONLY |
| <input checked="" type="checkbox"/> | VOICE MESSAGE TO SUBSCRIBERS |

D) Configure Your Services

Some services have additional options, which are accessed by clicking on the service name. Make your changes, and then click **Update Details**.

- **Digital Signs:** posts to the Rise Vision television screens posted across campus, with the exception of the Dining Hall and Spa menus – those screens are too small.
 - **Configurable properties:** Expire Date and Expire Time
- **Email to Subscribers** – emails any subscriber who has included their email address with their profile
 - **Configurable properties:** From Name, Reply To address
- **Facebook Only** – posts to Facebook
 - **NO CONFIGURABLE PROPERTIES**
- **Skidmore All-Email List** – delivers to the everyone-list and the allclasslists distribution groups on campus
 - **NO CONFIGURABLE PROPERTIES**
- **Skidmore Web Update Feed Green** – posts Green alerts on the website and to the alert archive feed, usually only used for “all clear” messages
 - **Configurable properties:** Duration
- **Skidmore Web Update Feed Red** – posts Red alerts on the website and to the alert archive feed
 - **Configurable properties:** Duration
- **Skidmore Web Update Feed Yellow** – posts Yellow alerts on the website and to the alert archive feed
 - **Configurable properties:** Duration
- **Text Message to Subscribers** – texting to any subscriber who has included a phone number in their profile
 - **NO CONFIGURABLE PROPERTIES**
- **Twitter Only** – posts to Twitter
 - **NO CONFIGURABLE PROPERTIES**
- **Voice Message to Subscribers** – delivers a text-to-speech voice mail message to subscribers with a phone number in their profile
 - **Configurable properties:** Caller ID, Preamble, Postamble, Pre-recorded messages

E) Select Template and Enter Text

Next, see if there is an existing template that you can use for your alert.

When you select each template, the subject and text will load in, and the character counts on the bottom will update. You can use the text of the template as-is, or edit it to more closely suit your needs.

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Send Message

3 Create message content

Templates:

Emergency All Clear

Subject:

Emergency All Clear

Message:

The Skidmore emergency has ended. Resume normal activities

Remaining TEXT MESSAGE TO SUBSCRIBERS: 67

Send message

If no template works, you can type into the text boxes to create your own custom message, with the following information in mind:

- **Do not copy/paste from Word.**
- Most punctuation does not translate to SMS – be sparing of punctuation.
- The subject line counts against your character count – you can see that as you type.
- Keep your messages short and be mindful of limitations. The first paragraph should be 140 characters or less - that will go to Twitter and texts, and then the rest will be visible in email and web page.
- Use the space bar to add blank spaces to fill in the first paragraph to get to 140 characters. You will have to do some math for accuracy!
- **Always refer readers to the Skidmore home page for more information – the alerts appear there with a link to the archive page.**

F) Check Your Work

Double check your information before sending!

- Did you select the right group(s)?
- Did you pick the right service(s)?
- Did you include the appropriate Skidmore Website feed?
- Did you set the expiration date/time?
- Are your character counts accurate?
- Do you have any typos?

G) Send

When you are satisfied with your message, you can click the Send Message button on the bottom of the page. The message will then appear on the Timeline tab.

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Send Message

3 Create message content

Templates:
Emergency All Clear

Subject:
Emergency All Clear

Message:
The Skidmore emergency has ended. Resume normal activities

Remaining TEXT MESSAGE TO SUBSCRIBERS: 67

Send message

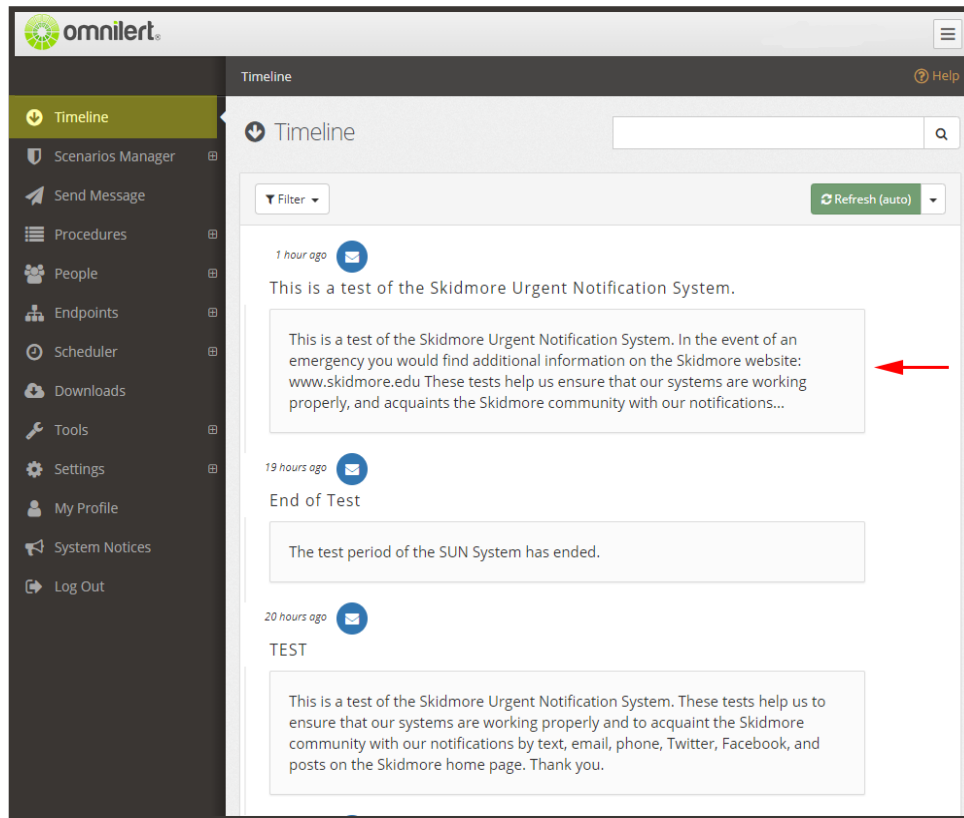
Step 3 – Send a final message

(in Omnilert, done by Communications)

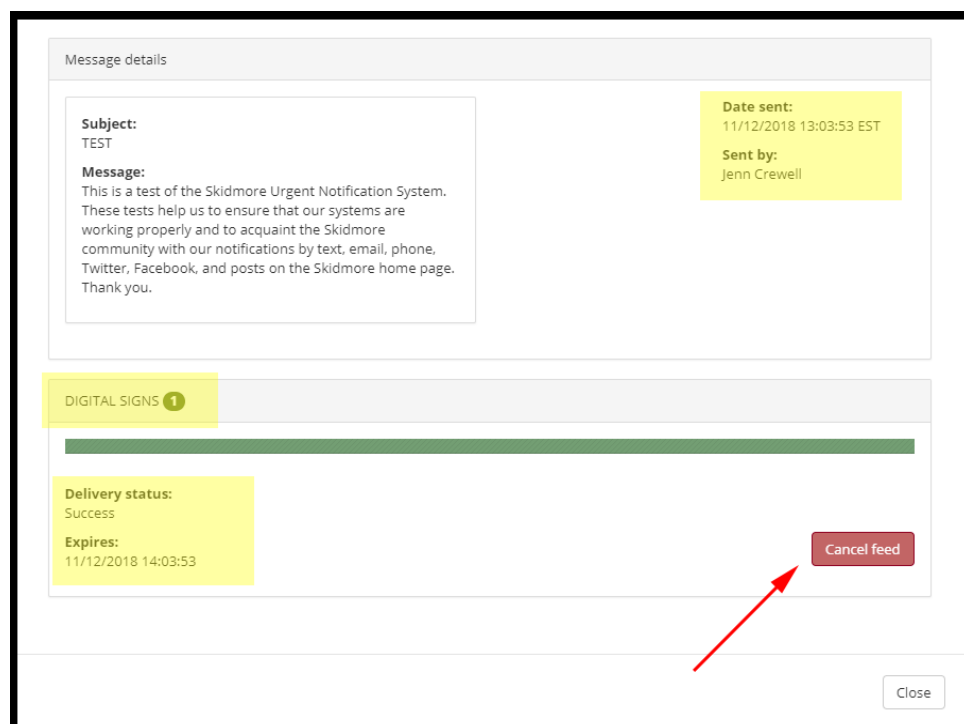
Utilize Omnilert to broadcast a final message to all channels that the emergency has ended. The directions for this are as in Step 2, but it will be the final time that you post through Omnilert.

Cancel existing alerts

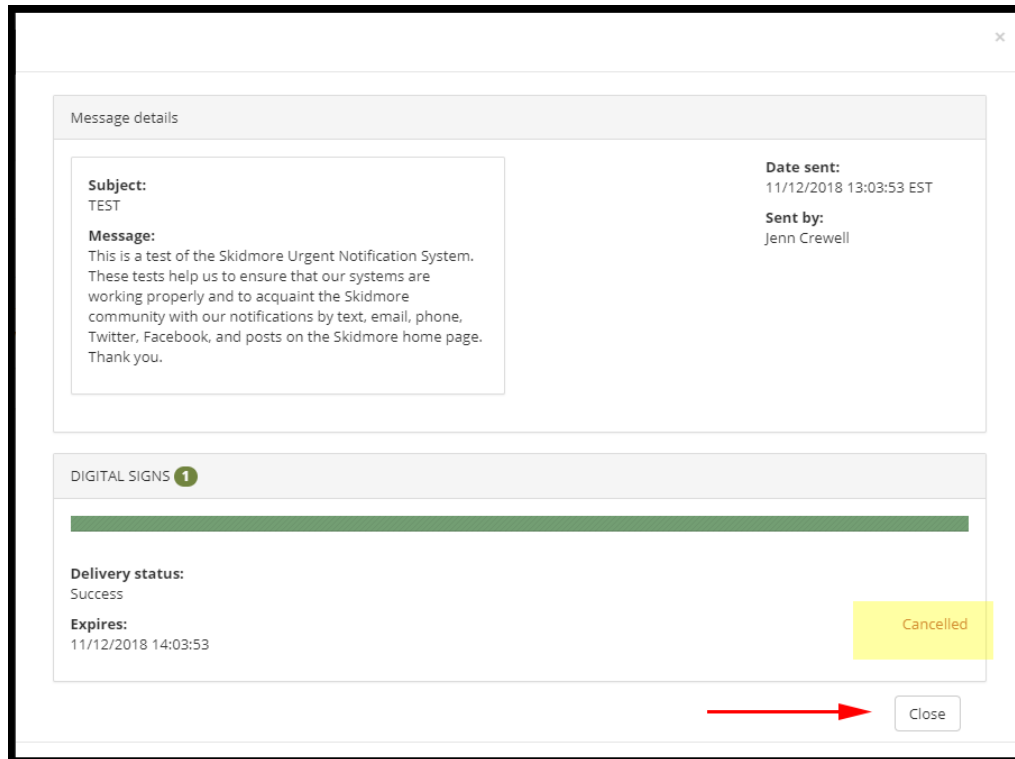
- Do not delete any alert, either from Omnilert or from the Skidmore website.
- It can take up to 5 minutes for the RSS feeds to update and remove your alert from the website. This is normal.



- Navigate to the Timeline tab, and locate the alert you want to cancel.
- Click on the text of the alert to open it in a new window.
- Confirm that this is the message you want to cancel, by checking the date, time, delivery method, and expiration time.



- Then click the red **Cancel Feed** button.
- The popup will reload and say Canceled at the bottom.
- Click the Close button.



Post your final alert

- **You MUST set the expiration date and time for this final message.**

Follow directions as in Step 3, but be sure to choose all the services which were used for emergency communication. The final posting should be to Skidmore Web Update Feed Green, which is a visual signal for “all clear.”

- **Digital Signs**
- **Email to Subscribers**
- **Facebook**
- **Skidmore All-Email List**
- **Skidmore Web Update Feed Green** – posts Green alerts on the website and to the alert archive feed, usually only used for “all clear” messages
 - **Configurable properties: Duration**
- **Text Message to Subscribers**
- **Twitter Only**
- **Voice Message to Subscribers**

When the final message expires, the various displays will return automatically to their pre-emergency status.

Step 4 – Send any follow up emails

Directions for this are contained in the Appendix for Email.

Step 5 – Archive the alerts

Directions for this are contained in the Appendix for Archiving Alerts

(on Skidmore website, done by the web team afterward)

Archive the alert stream after a period of time (length of time to be determined at the end of each incident.)

- Copy index.pcf, and rename the copy with the date of the alert incident.
- Edit the properties of the copied page and remove the RSS feed link from the box, so that this page is not updated when further alerts are sent.
- Publish the copied page.
- Click on the Production tab, and look for the file index.xml, and delete it.
- Republish index.pcf, and the alert feed should be cleared, leaving the page ready to be used for the next incident.

To edit an entry with errors/typos:

- Edit index.xml with Dreamweaver or Notepad and manually edit the entry.

Appendix A – Contacts

Contact information is considered private and is not included in this online manual.

Appendix B – Troubleshooting

Facebook is not displaying alerts/is listed as “offline” in Omnilert.

Twitter is not displaying alerts/is listed as “offline” in Omnilert.

Both of these can happen for two reasons – the API link to Facebook or Twitter is down, or our accounts have become unlinked.

First use Down Detector to find out if the services are offline:

- <https://downdetector.com/status/facebook>
- <https://downdetector.com/status/twitter>

If that does not fix the issue, the accounts may need to be relinked. This requires someone who is an Admin for the Facebook account, and who has login access to the Twitter account.

- Facebook: <https://support.omnilert.com/hc/en-us/articles/115010458208-Endpoints-Facebook>
- Twitter: <https://support.omnilert.com/hc/en-us/articles/115010459348-Endpoints-Twitter>

Two alerts are displaying on the website simultaneously!

This can happen when you do not cancel a red alert before posting one of a different color (yellow or green.) See above for directions on how to cancel an alert.

My alerts are not showing up on Rise TVs

There are a number of reasons why this might happen.

Is the TV online, but not displaying the alert?

It may need to be refreshed. In the Rise system, under the Display tab, click on the display that is not showing the alert. On that screen, click “Restart Rise Player.” Give it a minute or two, and then click “Refresh” to get a new screenshot.

Is this referring to the Spa and D-Hall menu displays?

These televisions have smaller size and resolution, and are not able to display the alerts.

For other troubleshooting, contact Jon Volks or Melissa Haas.

Appendix C – Sending Emails After Emergencies

During an emergency, Omnilert is our primary method of communication with our community. However, if the incident has a long duration it may be desirable to send an email update to certain groups. After an incident is over, it is common practice to send an email wrap-up message to alumni, parents, the campus, and sometimes the Trustees or Alumni Board.

Email content editors in the emergency group – Jenn Crewell, Andy Camp, Julia Marco

A) Getting ready to send the email

Every email will need the following:

People

- Who is in charge? As in, who has the final sign off to say the email is ready to be sent?
- Who needs to be included on proofing before the email is sent?
 - For President mailings, Joshua Woodfork is always included
 - For parent mailings, Ann Dejnozka is always included

Content

- Text, previously proofread by a member of the editing staff (Diane, Lisa, or James)
- Any images that have been chosen to be included
- Captions for images if desired
- Photo credits if necessary

Setup

- Who it should appear to be from (name)
- What email it should appear to be from
- What email gets the replies
- What lists we are sending it to (see below)
- A subject line (~30 characters)

NOTE: If you use one of the ADV lists below, you must notify Maureen Cummings that it was used, so she can log the mailing onto the calendar!

B) Choosing your email list

We have some standard email lists available to us in Informz to use when communicating during or after an incident. Other services may require a list to be uploaded prior to use.

- **Be aware that there may be overlap between various groups below!** If you intend to mail to multiple groups, either use one of the existing compound lists, or create a new one specific to your needs. This eliminates duplication, so that nobody receives the same email multiple times.
- When you send to a Skidmore distribution list, always follow up a half hour later to make sure that the email was delivered properly. If it was not, contact Bill Duffy and Michelle Osgood.

Most frequently used lists (under Interests in Informz)

- **ADV-All Alumni** – reaches all alumni (may overlap with All Current Parents)
- **ADV-All Current Parents** – reaches all parents of current Skidmore students (may overlap with All Alumni)
- **Skidmore everyone list** (everyone-list@skidmore.edu) - all employees (staff/fac/union/retiree) plus the student moderator, approx 750 members
- **Skidmore ALL STUDENT LIST** (allclasslists@skidmore.edu) - requires permission to use, goes to students ONLY, approx 1400 members. **This list is also moderated, so messages will be forwarded as text only.**
 - Permission is granted for info@skidmore.edu, presoff@skidmore.edu, and events@skidmore.edu
- **Class lists** – require permission to use, and take the form of class2019@skidmore.edu, class2020@skidmore.edu, class2021@skidmore.edu, class2022@skidmore.edu, etc. These lists are not moderated and will pass the message through as HTML.
 - Permission is granted for info@skidmore.edu, presoff@skidmore.edu, and events@skidmore.edu

Additional Skidmore Lists (used less frequently, under Interests)

- **Skidmore All Employees List** (all-employees-list@skidmore.edu) includes fac/staff/union/retirees, excludes students
- **Skidmore Faculty ONLY** (faculty-list@skidmore.edu) – faculty only
- **Skidmore Retiree List** (retiree-list@skidmore.edu) – retirees only
- **Skidmore Staff list** (staff-list@skidmore.edu) - exempt and nonexempt employees, does not include faculty
- **Skidmore Union Employees** (hourly-list@skidmore.edu) – union employees only

Appendix D – Website Alert Archive

When an alert is issued by Omnilert, the Skidmore Alert Archive will read the RSS feed and create its own RSS file which is displayed on the Alert Archive page. The purpose of creating the second RSS file on our server is to maintain a timeline of the alert cycle after the notifications expire.

Types of website alerts:

- Red – used during an emergency to convey critical information. These are the only alerts that are added to the Alerts archive page.
- Green – used after an emergency to convey an “all clear” message.
- Yellow – used to convey non-emergency important messages, such as weather alerts or closings.

How the Alert archives works:

Skidmore Website Red Alerts are displayed on all Skidmore's webpages directly by reading the Omnilert RSS feed, and include a “More Information” link that takes visitors to the Alert Archive page.

1. When an alert is activated through Omnilert, an RSS feed is updated with the alert: <http://rss.omnilert.net/23cf7d530c77e63c18a9125a270c8dc9-39367>
2. Every **2 MINUTES**, a cron job on our web server is run that hits this URL: <http://www.skidmore.edu/resources/php/alerts/alerts-archive.php>
3. The alerts archive script parses through the RSS feed and adds any new alerts to RSS file on Skidmore's server: <http://www.skidmore.edu/resources/php/alerts/archive.xml>
4. The Alert Archive page reads the RSS file from step 3 and displays all the alerts in archive format on this page: <http://www.skidmore.edu/alert/>

Important Notes:

- After an alert is issued by Omnilert, it can take up to **2 MINUTES** for the archive page to see this new alert. All the other webpages read the Omnilert RSS feed directly and will display the alert immediately.
- Omnilert does not allow updating an alert that has already been published.
- You should never delete an alert, these are our legal record of steps taken during an emergency situation.
- Alerts can be edited, but best practice is to issue a second alert to the website only, which will push the incorrect alert downward in the archive.

If you need to update an alert for any reason, you will need to log into the server from Dreamweaver and go directly to the archive.xml file to edit it. Only people who are familiar

with updating XML files should edit this file. It's also recommended that you make a copy of the XML file first as previous content will be overwritten and unable to be retrieved. We may want that for internal use.

To reset the alert archive page after an emergency ends:

- Open up the site in Dreamweaver, navigate to `/_resources/php/alerts/` folder and make a copy of the `archive.xml` file. Put this copy in `/_resources/php/alerts/archive/` with the file name of `YYYY-MM-DD-archive.xml`.
- After you made the copy, open the file and delete EVERYTHING within it. Make sure it's completely blank and save it. You are all done.
- Note: the `alerts-archive.php` script that gets run will see the blank file and add header information in it, that is normal. So if you open it sometime after you have cleared it out and see code in it, that is okay.

Setting up a test RSS feed to replace e2Campus RSS feed:

- A duplicate sample feed of e2Campus RSS feed is located at:
http://www.skidmore.edu/_resources/php/alerts/sample-feed-red.xml
- Open up `alerts-archive.php` page and near the top there will be a PHP variable called `$feedpath`. It will currently have the RSS feed for e2Campus, update it with the URL for the sample feed and save it. The script will now use that.
- You can now use `sample-feed.xml` to add/update/remove any items for your testing.
- **MAKE SURE** that at the end of the day, `alerts-archive.php` is updated back to the e2Campus RSS feed. **TRIPLE CHECK THIS** in case an emergency occurs that night.

Appendix E – Inclement Weather Procedures

Decisions for delayed campus openings, early releases, or campus suspending normal office and teaching functions/closures due to inclement weather or other emergency will be made by the President or designee in conjunction with other College administrators based on National Weather Service advisories, law enforcement bulletins, and/or other reliable emergency notifications (as stated in the Inclement Weather and Other Emergency Closing/Delay Policy).

On the night before a possible inclement weather event the Director of Human Resources will contact appropriate parties involved in the decision in to schedule a Bridge communications call.

Early Release

- On behalf of the President, the Vice President for Academic Affairs, Vice President for Finance & Administration, and the Dean of Student Affairs (or the Dean of Special Programs during the summer months) makes the decision in consultation with Human Resources, Campus Safety, Facilities Services, and the Registrar's Office. (NOTE: Conference bridges are available to assist with communication among decision makers.)
- The Director of Human Resources or designee facilitates the development of a communication message (samples located at the end of these procedures).
- The Director of Human Resources or designee notifies all of the following via telephone:
 - the Executive Director of the President's Office
 - the Executive Director of Communications or designee
 - the Chief Technology Officer (or Director of Network and Technical Services)
 - the Director of Campus Safety or designee
 - the Director of the Greenburg Childcare Center or designee
- The Director of Human Resources or designee sends language to communications for an email message to be sent to community via Omnilert (long and short versions)
- The Executive Director of the President's Office notifies the remaining members of the President's Cabinet (If the Executive Director of the President's office is not available, the Director of HR or delegate will handle this notification.)

Delayed Campus Opening

Suspended normal office and teaching functions

Closure

- On behalf of the President, the Vice President for Academic Affairs, Vice President for Finance & Administration, and the Dean of Student Affairs (or the Dean of Special Programs during the summer months) makes the decision in consultation with Human Resources, Campus Safety, Facilities Services, and the Registrar's Office. (NOTE: Conference bridges are available to assist with communication among decision makers.)
- The Director of Human Resources or designee facilitates the development of a communication message (samples located at the end of these procedures).
 - The Director of Human Resources or designee notifies all of the following via telephone:
 - Executive Director of the President's Office
 - The Executive Director of Communications or designee
 - The Chief Technology Officer (or Director of Network and Technical Services)
 - Campus Safety - main line
 - The Director of the Greenburg Childcare Center or designee
- The Director of Human Resources or designee sends language to communications for an email message to be sent to community via Omnilert (long and short versions)
- The Executive Director of the President's Office notifies the remaining President's Cabinet members (If the Executive Director of the President's Office is not available, the Director of HR will handle this notification.)

The Executive Director of Communications or designee will:

- Notify the School Closings Network, an organization that compiles and sends notices from schools around the region and submits them to the following media outlets: Capital News 9, The Daily Gazette, The Post-Star, The Times Union, WFLY, WGY, WNYT-TV, WRGB-TV, WTEN-TV, WRVE, WYJB, WXXA and its own web site, www.schoolclosingsnetwork.com, and,
- Place message on College Web home page
- Send instant alerts to all students, faculty and staff cell phones, e-mail accounts, pagers and web pages for those registered with Skidmore's Urgent Notification System (SUNS).
- Campus community members may register via the following link:
<https://skidmore.omnilert.net/subscriber.php> .

The Chief Technology Officer or designee will issue all of the following:

- A voice mail message on the Skidmore main number (580-5000)
- The Director of Campus Safety or designee will do all of the following:
- Place an automated telephone message on 580-SNOW line
- Send instant alerts to all students, faculty and staff cell phones, e-mail accounts, pagers and web pages for those registered with Skidmore's Urgent Notification System (SUNS).
- Campus community members may register via the following link:
<https://skidmore.omnilert.net/subscriber.php>.

Members of the President's Cabinet and Directors may opt to place a message on their own telephones and/or web sites.

Telephone Tree:

- President's Cabinet members telephone direct reports
- Direct Reports telephone their direct reports
- Individual departments or divisions establish their own telephone calling list

Re-opening

Whenever possible, information about the expected date and time of re-opening will be communicated at the same time as an announcement of a closure, delayed opening, or early release.

Reminder:

Past practice has been to pay hourly* employees at 1.5 times their normal rate of pay for those required to work when the College is closed.

*These are designated emergency personnel responsible for keeping the basic services of the campus operating. As a general guideline, this will include the staff in Campus Safety and Facilities Services. When students are in residence, the Dining Services, Health Services, Library and the Sports Center staffs are also designated as essential. During the summer months, Special Program employees are considered essential. Other essential employees include Information Technology and those responsible for animal care.

Sample Email and Omnilert Announcements

EARLY RELEASE

Omnilert

Early Release. Class & operations suspended at 12:00 today. Plan to resume operations 12/15 at 7am. See web & email for details/update (135)

Email

Due to the severe inclement weather today (date), the College will suspend its normal office and teaching functions effective at (time). Only designated essential personnel are required to work after noon today. If you have questions about your work status, please contact your immediate supervisor.

For faculty members and students who are in class as of (time of closing), please plan to complete that class period before leaving.

At this time, the College expects to resume normal operations at (time) on (date). Please check the Skidmore web site, e2campus messages, local TV stations, , or the campus snowline (580-SNOW) for updates.

For the complete College Policy on Inclement Weather and other Emergency Closings, please refer to the Skidmore College web site:

<http://www.skidmore.edu/hr/documents/InclementWeatherPolicy.pdf>.

Please post for those who do not have access to e-mail.

Thank you

SUSPENDED OPERATIONS

Omnilert

Suspending operations. Class & Operations suspended today 12/15 until 7am 12/16. See web and email for details. Essential staff report. (135)

Email

Due to the inclement weather forecast for today, the College has decided to suspend normal office and teaching functions for Tuesday, January 27, 2015 until 7am on Wednesday January 28.

Designated essential personnel are required to report at their regularly scheduled time, or as arranged with their supervisor. If you have questions about your work status, please contact your immediate supervisor.

Please check the Skidmore web site, e2campus messages, local TV stations, or the campus snow line (580-SNOW) for any updates.

For the complete College Policy on Inclement Weather and other Emergency Closings, please refer to the Skidmore College web site:

<http://www.skidmore.edu/hr/documents/InclementWeatherPolicy.pdf>.

Thank you

Optional additional language:

A decision will be made by (time) today regarding holding tonight's (program/meeting name).

DELAYED OPENING

Omnilert

Delay Opening. Class & Operations delayed today 12/15 until 10:30am. See web and email for details. Essential staff report (123)

Email

Due to the duration of the storm, and the condition of the local roads and campus parking lots, the College will delay opening its normal office and teaching functions for X hours until (time) on (date).

Designated essential personnel are required to report at their regularly scheduled time, or as arranged with their supervisor. If you have questions about your work status, please contact your immediate supervisor.

Regularly scheduled classes will begin at (time) and studio classes at (time).

Please check the Skidmore web site, e2campus messages, local TV stations, or the campus snowline (580-SNOW) for updates.

Thank you

CLOSED

(Typically used only when students ARE NOT on campus)

Omnilert

Campus CLOSED. Only emergency staff report today 12/15. (56)

Email

Due to the freezing rain and ice storm, and the number of road closures, the College will close today (day and date). Only designated emergency staff essential to the operation of the College are required to report at their regularly scheduled time, or as arranged with their supervisor.

At this time, the College expects to resume normal operations at (time) on (date). Please check the Skidmore web site, e2campus messages, local TV stations, or the campus snowline (580-SNOW) for updates.

Thank you.

Optional additional language:

A decision will be made by (time) today regarding holding tonight's (program/meeting name).

THE COLLEGE IS OPEN TODAY AS SCHEDULED

Omnilert

Campus OPEN.

Email

All non-essential employees who are unable to report to work on time due to weather conditions may speak with their supervisor to request permission for a delayed arrival to work.

Supervisors of staff may allow late arrival not to exceed a total of two hours of paid time (for non-union staff), with no penalty to paid time off.

Staff members may request additional time off charged to existing paid leave: personal hours, vacation, or floating holiday for non-union staff. Union staff may request to use absence leave.

It is the expectation that classes will be held when the College is open. However, if a faculty member is unable to get to campus because of adverse weather conditions, it is the responsibility of the faculty member to contact the Department Chair or departmental contact person and inform them that the faculty member is cancelling class.

For the complete College Policy on Inclement Weather, please refer to the attached, or below link: <http://www.skidmore.edu/hr/documents/InclementWeatherPolicy.pdf>