



Idaho State University

Emergency Communications

September 2021

Record of Changes

The use of the Record of Changes helps manage the modifications to the ISU Emergency Operations Plan (EOP or “the plan”) throughout the life of the document. All attempts have been made to ensure the accuracy of the information within this plan as of the initial distribution date. The Department of Public Safety’s Emergency Manager will maintain the master copy of the plan. When changes are necessary the following procedures should be followed:

1. The Department of Public Safety personnel will issue major changes to the Plan.
2. Plan holders will be notified of changes by memorandum and/or email, and will be responsible for updating their existing plan by downloading the most recent copy.
3. When any major change is made, an entry will be noted in the following log:

Date Revised	Section(s)/Page(s)	Summary of Revisions	Entered by
09.01.21	All	Finalized and Adopted Plan	J Sears - EM
04.06.22	Decision Matrix Table, pg 8	Content Clarification, Associate Vice President for Marketing and Communications added to Issuing personnel in Decision Matrix Table	J Sears - EM
04.28.22	Timely Warning Decision Matrix, pg 23; Clery Boundaries Map, pg 21-22; Definition Section, pg 5-6	Content Clarification, Link to update Timely Warning Decision Matrix added; Link and screen shots of Clery Boundaries Map added; Definition section expanded to include Clery Crimes, Clery Geography, and Campus Security Authority.	N White - Clery Compliance Coordinator
11.30.22	Appendix D, pg 31	Language Update: Added “Emergency to ISU Alert to meet compliance changes for Emergency Messages (all)	J Sears - EM
05.17.23	Authority, pg 7-8	Clarifications to optional members of the Message Review Group	J Sears - EM
11.18.25	Background, pg 4; Definitions pg 6; Message Quick Reference Table, pg 11; Appendix C, pg 29-30 Appendix E, pg 35-38	Addition of new classification of messages, a Continuity of Operations Advisory.	J Sears - EM
02.13.26	Document Reorganization	Moved Templates from their own Appendix to a Tab within their respective Appendix	J Sears - EM
02.13.26	Clery Boundaries Map, pg 21-22; Appendix A, pg 30;	Updated maps; Added information about template protection feature.	J Sears - EM

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Introduction

Early warnings of emergency conditions are essential to preserving the safety and security of the University community. The Emergency Communications Plan establishes the protocols Idaho State University (ISU) uses for determining the need to provide an Emergency Notification, Timely Warning, or Safety Advisory to the University community after an emergency or threat is reported to the ISU Department of Public Safety Dispatch, or other responsible party operating within their direct area of responsibility and directly involved with the emergency response for incidents at Idaho State.

This document addresses roles and responsibilities, activation triggers, delivery modes, and template messages for a variety of emergency situations that may require activation or use of the Emergency Notification System (ENS).

Background

ISU has an Emergency Notification System (ENS) capable of delivering messages to faculty, students, and staff. Notifications sent via the ENS provide rapid notification to the University community on developing or ongoing incidents, hazards, or other emergency situations. Idaho State utilizes three types of notifications to inform the campus community of potential threats against which they can take preventative measures:

- Emergency Notification (also referred to as an ISU Alert)
- Timely Warning
- Safety Advisory

Emergency Notifications and Timely Warnings are ongoing disclosure requirements of the Clery Act and have specific criteria as part of their federal requirements. Safety advisories are not federally required and are used when ISU learns of an incident or situation the campus community should be aware of that does not meet the threshold of an Emergency Notification or Timely Warning.

Customized notifications are distributed using Rave Mobile Safety, an automated emergency notification system capable of delivering messages via phone call, text message, email, and/or social media platforms. During critical incidents, emergency communications are prioritized over public information messages to provide emergency instructions or situational awareness to the University community. The system is also used to provide updates during emergency situations to inform the campus community when the event has concluded.

At times an event may occur that disrupts one or more critical business activities, but does not pose an imminent threat to campus. In these instances, the University may elect to send out a Continuity of Operations Advisory. The advisories are typically sent to a targeted audience in collaboration with

Marketing and Communications, rather than to campus as a whole. This process is further outlined in Appendix E: Continuity of Operations Advisory.

Definitions

Command Text: informational text sent to pre-identified individuals and used as a heads-up of potential or ongoing threats on campus.

Emergency Notification (aka ISU Alert): immediate notification upon confirmation of a dangerous situation or emergency with a significant impact to life or property on the ISU campus. ISU Alert utilizing Rave Mobile Safety is the quickest way to send an emergency notification campus-wide. Once confirmation is made, it is not necessary to coordinate through the Executive Policy Group.

Emergency Notification System (ENS): a mechanism established for the purpose of and dedicated to enabling University officials to quickly contact or send messages to students and employees in the event of an emergency. Includes but is not limited to, ISU Alert emails, text messages, etc.

Incident Commander: responsible for the overall management of the emergency incident. The Incident Commander is frequently the most trained and qualified individual on the scene, but university faculty or staff who are first on the scene may have to take this position until a more qualified position shows up. The Incident Commander may be an individual from a partnering response agency.

Responsible University Authorities (RUA): university officials who have been authorized by the Vice President of Campus Operations to authorize an Emergency Notification and/or Timely Warning.

Safety Advisory: notification to heighten awareness in response to an identified risk, enable the campus community to take safety precautions, or seek additional information from the campus community.

Timely Warning: communication triggered to alert the University community about Clery crimes occurring within a Clery reportable location, that have already been committed and are determined to represent a serious or ongoing threat. Timely warnings are released once pertinent information is available. Timely Warnings are reviewed by the Collaborative Message Review Group, time permitting.

Clery Act Crimes (Clery Crimes): crimes required by the Clery Act to be reported annually to the University Community, which includes: criminal homicide (murder and negligent/non-negligent manslaughter); sex offenses (rape, fondling, statutory rape, and incest); robbery; aggravated assault; burglary; motor vehicle theft; arson; hate crimes (any of the aforementioned crimes including larceny-theft, simple assault, intimidation, or destruction/damage/vandalism of property that are motivated by bias); dating violence; domestic violence; stalking; and arrests and referrals for disciplinary action for liquor law violations, drug law violations, and weapons law violations.

Clery Geography (Clery Reportable Location): property that is owned, leased, or controlled by the University which includes:

- buildings and property that are part of the institution’s campus;
- public property within or immediately adjacent to and accessible from the campus; and
- in or on non-campus buildings or property that are owned, controlled, or leased by the University, used for educational purposes, but geographically separated from one of the campuses.

Campus Security Authority (CSA): individuals at the University who, because of their official job duties or functional role, have an obligation to notify the University of alleged, actual, and/or potential crimes that are reported to or witnessed by the CSA.

Continuity of Operations Advisory: notification for how the University can continue performing its essential functions during and after a disruption, such as natural disaster, attack, or other emergency. (See [Appendix E](#)) Continuity of Operations Advisories may be used for non-emergency events that cause a disruption to critical services or facilities. For example, communication may be needed to restrict access to a facility on campus because of planned or unplanned construction needs.

Purpose, Scope & Authority

The provisions set forth in this Plan support the comprehensive Idaho State Emergency Operations Plan. The following section authorizes and directs certain actions to provide prompt notification to the ISU community minimizing the impact of the identified threat or hazard.

Purpose

The ISU Emergency Notification System (ENS) provides the capability to issue safety and security notifications to the University community in an emergency situation, or for critical incidents, where action must be taken to:

- Maintain the safety and security of students, faculty, and staff.
- Provide protection for key resources or critical infrastructure.

An Emergency Notification is created and distributed when the authorized personnel has confirmed that an emergency situation poses an immediate threat to life safety or security of the University. There may be cases where the authorized personnel may feel issuing an emergency notification may compromise the ability to contain the emergency. In this instance, the decision must be documented and notification made to the Department of Public Safety Dispatch.

Scope

Procedures contained within the Emergency Communications Plan apply to emergency situations that occur on or near the Pocatello, Idaho Falls, or Meridian campuses. The protocols have been reviewed and approved by the ISU Emergency Communications Working Group, the Policy Group, or their designees, and are consistent with existing University Public Safety policies.

Authority

Executive Policy Group

The following University officials, collectively referred to as “Policy Group”, also referred to as Administrative, or Admin Council, have the authority by the President to approve and implement policies and actions that aid the university in protecting students, staff, and faculty. Officials within this group frequently oversee critical areas of the university campus and therefore at times receive information updates during an emergency situation prior to the entire campus community. This group consists of:

- President
- Provost and Vice President for Academic Affairs
- Chief of Staff
- Vice President for Operations
- Vice President for Health Sciences
- Vice President for Student Affairs
- Vice President of University Advancement
- Vice President for Research
- Associate Vice President of Marketing and Communications
- Athletic Director
- Vice President for Finance and University Planning
- Chief Information Officer
- University General Counsel and Chief Compliance Officer
- Associate Vice President for Government and Community Relations and Special Assistant to the President

Collaborative Message Review Group

Time permitting, the following University officials are designated to review messages prior to being issued campus-wide. Draft messages are reviewed within a specified time limit for: (1) clarity of message; (2) appropriate sentence structure, form, and style; (3) gender and culturally inclusive language; and (4) avoidance of victim-blaming language.

- Vice President for Campus Operations
- Vice President for Student Affairs
- Associate Vice President of Marketing and Communications

- Director of Public Safety/Chief Security Officer
- Director of department involved in response
- Assistant Vice President and Dean of Students
- Chief of Staff, as appropriate
- Chief Compliance Officer, as appropriate
- Title IX Coordinator, as appropriate
- Human Resources, as appropriate

Responsible University Authorities (RUA)

The following University officials, collectively referred to as “Responsible University Authority”, have the authority by the Vice President for Campus Operations to issue emergency notifications and timely warnings to provide alerts, warnings, and safety instructions:

- Director of Public Safety/Chief Security Officer
- Director of Emergency Management
- Assistant Director of Public Safety
- Clery Compliance Coordinator
- Department of Public Safety Senior Security Officer (or Incident Commander)
- Department of Public Safety Dispatcher

Situation & Assumptions

In order to plan for and consider the effectiveness of the Emergency Communications Plan, the following situation and assumptions were taken into account.

Situation

Idaho State University has the authority and responsibility to notify students, faculty, and staff about incidents, threats, or other emergency situations that threaten the safety and security of the campus community.

- Some situations occur with enough warning to notify the campus community to ensure the appropriate level of preparation can be taken. Other situations occur with little to no time to provide adequate warning.
- The system can be utilized to limit the number of individuals notified to a specific campus population or the entire campus community.
- As a hazard becomes known, and based on circumstances and conditions that evolve, decisions will be made to select the:
 - best communication delivery modes to use given the situation;
 - appropriate message content;

- optimal format for each message; and
- most effective times for releasing each message.
- Effective emergency messages require communication of the nature, extent, and expected impact of a hazardous incident as well as clear, concise, and decisive information concerning appropriate protective measures.
- The timely and coordinated use of an emergency notification system can reduce the impact of hazardous incidents.
- Each communication mode has different limitations.
 - Text: 150 characters
 - Email: 10000 characters
 - ISU Website post: 3000 characters
 - Twitter: 270 characters
 - Facebook: 63000 characters
 - Rave Mobile Safety (Push Notification): Subject Line - 160 characters; Message Body - 10000 characters

Assumptions

The Emergency Communications Plan is based on the following planning assumptions and conditions:

- Disasters and emergencies can occur at any time without warning.
- Emergency situations will be reported promptly to the Department of Public Safety Dispatch, or another Responsible University Authority for activation of the Emergency Notification System.
- The Responsible University Authority has the training and authorization to disseminate Emergency Notifications and Timely Warnings via Rave Mobile Safety.
- If an incident occurs suddenly and evolves rapidly, information received may be incomplete or unconfirmed.
- Various factors can influence the public's response to an emergency message including interpretation of the message, previous experiences, observations, and perception of risk.

Concept of Operations

The decision to issue an Emergency Notification/ISU Alert and Timely Warning is frequently a collaborative effort with two or more individuals who are considered Responsible University Authorities. Once the decision is made, the Responsible University Authority will:

- Time permitting, notify the Chief Security Officer (unless already notified) and the Vice President for Campus Operations;
- Determine the most appropriate audience and mode(s) of communication;
- Develop a message (complete message review process, time permitting);

- Authorize the dissemination of the notification;
- Determine if the situation requires activation of the Emergency Operations Center; and
- Provide situational updates and follow-up messages as appropriate.

Message Quick Reference Table

Level	Authorized By	Message Review Required?	Issued By	Potential Mode
Emergency Notification	<ul style="list-style-type: none"> • Responsible University Authority; or • Vice President of Campus Operations 	No, unless time permits.	<ul style="list-style-type: none"> • Public Safety on Duty Dispatcher; or • Associate Vice President for Marketing & Communications; or • Other trained personnel 	<ul style="list-style-type: none"> • ISU Alert (Phone Call, Text, Email) • ISU Website • ISU Social Media • Push notifications through Rave Mobile Safety
Emergency Notification All Clear	<ul style="list-style-type: none"> • Incident Commander; • Director of Public Safety; • Assistant Director of Public Safety; • Emergency Manager; or • Vice President of Campus Operations 	No, unless message is complex.	<ul style="list-style-type: none"> • Public Safety on Duty Dispatcher; or • Associate Vice President for Marketing & Communications; or • Other trained personnel 	<ul style="list-style-type: none"> • ISU Alert (Phone Call, Text, Email) • ISU Website • ISU Social Media • Push notifications through Rave Mobile Safety
Timely Warning	<ul style="list-style-type: none"> • Responsible University Authority; or • Title IX Coordinator; or • Vice President of Campus Operations 	Yes	<ul style="list-style-type: none"> • Public Safety on Duty Dispatcher; or • Associate Vice President for Marketing & Communications; or • Other Trained Personnel 	<ul style="list-style-type: none"> • Email • ISU Social Media
Safety Advisory	<ul style="list-style-type: none"> • Responsible University Authority; • Vice President of Campus Operations 	Yes	<ul style="list-style-type: none"> • Public Safety on Duty Dispatcher; or • Associate Vice President for Marketing & Communications; or • Other Trained Personnel 	<ul style="list-style-type: none"> • Email • ISU Social Media
Continuity of Operations Advisory	<ul style="list-style-type: none"> • Responsible University Authority; or • Division's Vice President 	Yes	<ul style="list-style-type: none"> • Typically issued by Marketing & Communications • Rave is back-up only 	<ul style="list-style-type: none"> • Email • ISU Social Media, optional • ISU Website, optional

Table 1. Message Quick Reference Table

Decision Making Process

When the Department of Public Safety becomes aware of a situation which may require a notification to the ISU community, the decision is based on the following tiered assessment of known facts:

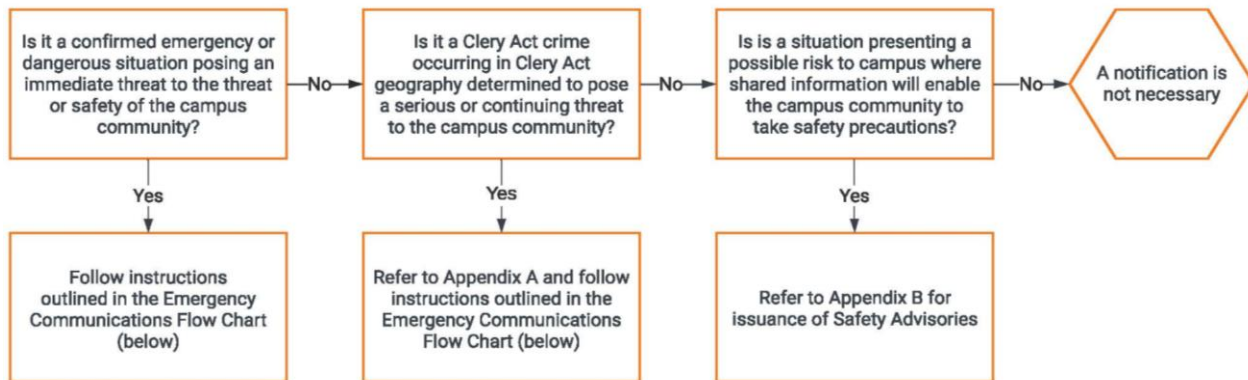


Figure 1. Decision Making Process

Considerations for first line decision maker (i.e. Public Safety Officer and/or Dispatcher)

- Is there time/need for collaboration with others from Public Safety?
- Need to call in additional help via Command Text?
- Should we do a Command Text to Zoom link to RUAs??

Emergency Communications Flow Chart

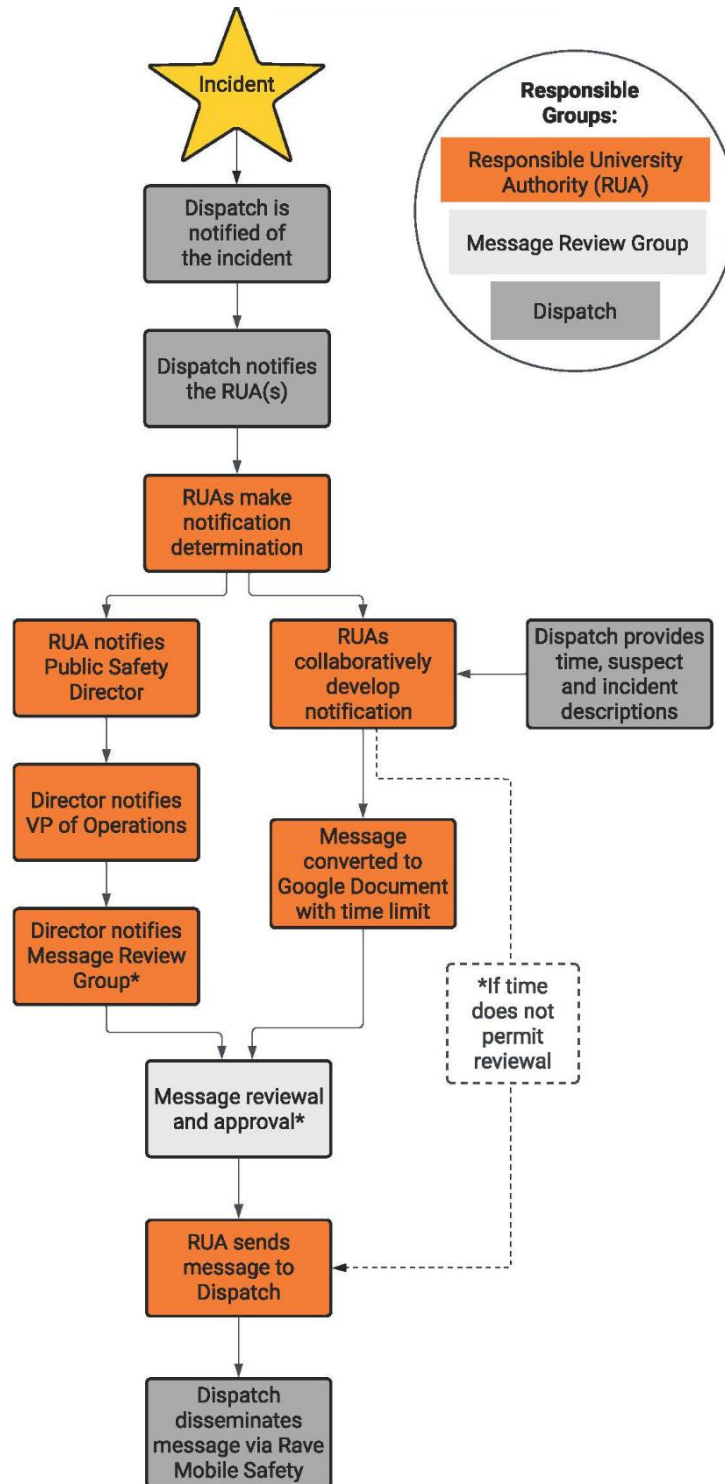


Figure 2. Emergency Communications Flowchart

Command Text

A Command Text is used to provide campus leadership, and/or the Incident Management Team early notification of developing incidents with potential impact to the campus operations or institutional reputation. ISU utilizes the capabilities of the ENS to pre-select groups that may be notified during emergency situations or critical incidents that require action from the University. Some examples of groups identified prior to an incident include:

- **Law Enforcement:** a small group of individuals involved in incidents on campus with sensitive information typically reserved for law enforcement personnel. The information is confidential and should not be shared outside of those notified without the approval of the Senior Security Officer on duty and the Chief Security Officer, or their designees.
- **Emergency Operations Center Personnel:** all members of the Responsible University Authority Group, Incident Management Team, and Executive Policy Group. This information provides advance notification of developing or ongoing situations with the potential to impact campus operations. It can also be used to notify Incident Management Team members to respond to the Emergency Operations Center, if applicable.
- **Administrative Council:** members of the executive level leadership, also referred to as the Policy Group. This information provides advance notification of developing or ongoing situations with the potential to impact campus operations, but does not require notification to the Emergency Operations Center personnel. This could be utilized to gather/call to action all decision makers.
- **Specialty Groups:** disaster specific personnel who may need prior notification, but the emergency situation does not escalate to the need for all emergency operations personnel.
 - Severe Winter Weather
 - Power Outage
 - Cyber Security Incident
 - Campus-specific leadership teams

Command Texts are beneficial when providing situational updates. This reduces the need for calls made to the Public Safety Dispatch for additional information from leaders around the campus community.

A Command Text can also be used to initiate the message review process to the Message Review Group.

- Send via text and email (i.e., ISU Alert: Need to review a message to be sent to campus)
- Include a deadline for review (i.e., 30 minutes, 1-hour, etc.)
- Include link to Message Review Google document

Message Review

Time permitting, messages are drafted by the Responsible University Authority and circulated for a message review using a Google Document to the collaborative message review group.

Draft messages are reviewed within a specified time for clarity, content, and appropriateness. The Responsible University Authority has the ability to create and distribute the message without consultation if the group members are unavailable and timeliness is an issue.

Organization and Assignment of Responsibilities

The following matrix outlines the roles and responsibilities for the Idaho State University personnel assigned for authorizing and issuing ISU Alerts:

Title/Position	Responsibilities
Administrative Council/Executive Policy Group	<ul style="list-style-type: none"> Function as the highest level of authority during an emergency. Provide for management and enforcement of policies which govern the management of the incident. Receives situational updates during emergency situations that impact the entire campus community. Declaring an emergency and/or campus closure, when required.
Vice President of Campus Operations, or designee	<ul style="list-style-type: none"> Provide executive oversight to the Department of Public Safety. Assist in the decision-making process, as requested. Notify the University Executive Policy Group of actions and provide situational updates, as needed.
Director of Public Safety/Chief Security Officer, or designee	<ul style="list-style-type: none"> Receive notification of Emergency Notification authorizations and ensure they are issued. Provide executive direction to the ISU Alert issued for initial and follow-up messages. Notify the Public Information Officer and provide updates and guidance. Activate the Emergency Operations Center as required for coordination and support to the Incident Commander. Adding/Updating user profiles for Public Safety employees. Authorize and issue any Status Updates and All Clear Notifications as required. Document all actions with time stamps.
Responsible University Authority	<ul style="list-style-type: none"> Confirm whether the emergency situation threatens the life safety or security of the university for situations within the authorization of the Responsible University Authority. Authorize Department of Public Safety Dispatch to either coordinate or issue an Emergency Notification or Timely Warning. Determine whether an emergency notification to the university would create a more serious emergency and/or compromise current response efforts. Notify the Chief Security Officer of all actions and provide Situational Updates. Document all actions with time stamps.

Title/Position	Responsibilities
Most senior Security Officer on duty/ Incident Commander	<ul style="list-style-type: none"> • Confirm the emergency situation or threat. • Determine whether an emergency notification to the campus would create a more serious emergency and/or compromise the University's efforts to contain the emergency. • Notify Dispatch about the need for an Emergency Notification or Timely Warning. • Document all actions with time stamps. • May authorize an All-Clear Notification (for incidents in which this person has incident command).
Public Safety Dispatcher	<ul style="list-style-type: none"> • Coordinate with the Public Safety Officer on duty. • Coordinate with outside agencies to assist in response efforts as needed. • Notify University Emergency Response Group via a Command Text, as instructed. • Notify the Director of Public Safety, or designee of the situation, of notifications authorized/issued, or notifications not authorized/issued due to the potential to compromise university efforts to contain the emergency, and any other actions taken to contain the emergency. • Issue Emergency Notification or Timely Warning once authorized. • Issue Status Updates and/or All Clear Notifications as instructed. • Provide training to new dispatchers on the Emergency Notification System
Emergency Notification System Supervisor	<ul style="list-style-type: none"> • Add new users, if requested. • Maintain the system as necessary to ensure notifications can be sent.
Collaborative Message Review Group	<ul style="list-style-type: none"> • Receive advanced notification of a campus emergency or critical incident. • Review and approve Emergency Notifications and Timely Warnings, time permitting.

Table 2. Organization and Assignment of Responsibilities

Administration and Logistics

The Emergency Notification System has multiple administrative level users, the primary administrators of the system are the Chief Public Safety Officer and the Director of Emergency Management. The backend of the system is managed by Information Technology Services. The software is renewed on an annual basis.

Plan Development and Maintenance

To develop this plan, an Emergency Communications Working Group was established to develop and review procedures identified in this plan. This group consisted of experts in public safety and security, compliance, notifications systems, communication processes, and emergency management.

The plan was reviewed and approved by the Vice President for Campus Operations, Associate Vice President for Marketing and Communications, Director of Public Safety/Chief Security Officer, Chief Legal and Compliance Officer, and Vice President for Student Affairs.

This plan, titled “Emergency Communications Plan”, is included as part of the University’s comprehensive Emergency Operations Plan. The plan will be maintained and reviewed on an annual basis by the Director of Emergency Management.

Training & Exercise

All employees who have a role in the emergency communication process receive an initial training on the Rave Mobile Safety system by the ENS Supervisor and a refresher when requested. In addition, the Director of Emergency Management, or designee, will assess the effectiveness of the Emergency Communications process after each training, exercise, or actual emergency.

Training and Exercises will occur along the following guidelines:

- The Director of Emergency Management, or designee, will coordinate training annually and upon hiring of new employees.
- Public Safety dispatchers will test the Emergency Notification System (RAVE) on at least a monthly basis by sending a “test” notification to predetermined individuals.
- An exercise of the Winter Weather Class Delay and Cancellation procedures (Appendix B, Tab A) will be exercised annually.
- An annual exercise of the Timely Warning process will be conducted with collaboration of the Clery Coordinator
- Additional exercises may occur at the discretion of the Director of Emergency Management.

Authorities & References

- 2008 Higher Education Opportunity Act, p 222, Criminal Offenses Reported section 485(e) (20 U.S.C. 1092(f))
- 20 U.S.C. § 1092(f), Disclosure of Campus Security Policy and Campus Crime Statistics (Clery Act)

- 34 C.F.R. § 668.46, Institutional Security Policies and Crime Statistics
- U.S. Department of Education, Office of Postsecondary Education, *The Handbook for Campus Safety and Security Reporting, 2016 Edition*, Washington, D.C., 2016
- Clery Act Compliance, Idaho State University Policies and Procedures, [ISUPP 1050](#)
- Policy on Equal Opportunity, Harassment and Non-discrimination, Idaho State University Policies and Procedures, [ISUPP 3100](#)
- Mass E-mail Policy, Idaho State University Policies and Procedures, [ISUPP 6020](#)

Appendix A: Communication Requirements

Incident Information	Emergency Notification	Timely Warning	Safety Advisory	Continuity of Operations Advisory
Legal Standard	Significant emergency or dangerous situation involving an immediate threat to health or safety of students or employees.	Potential serious OR continuing threat to students or employees.	Not applicable.	Not applicable.
Circumstances	Clery-reportable crimes as well as other types of emergencies (i.e., happening right now or about to happen).	Clery-reportable crimes that have been reported (i.e., already occurred or occurred in the past).	Safety issues that do not meet the threshold for an ISU Alert or Timely Warning.	Business disruption impacting more than 1 primary system that will be down for an extended period of time.
Where	On campus or imminently threatening campus.	Anywhere in Clery Act geography. On-campus, public property adjacent or within campus, non-campus, separate campuses	At ISU's discretion.	On campus, or impacting ISU programs.
Examples	Gas leak in a campus building, active shooter on campus, approaching tornado, armed robbery that just occurred, etc.	Recent robbery of a student on campus, a string of Housing Facility burglaries, etc.	Series of bike thefts on campus, multiple reports of identity theft, etc.	Significant software or network outage.
Purpose	To alert the campus community to situations posing a threat to health or safety on campus.	To enable people to protect themselves and to aid in the prevention of similar crimes.	To heighten awareness or seek additional information.	To inform the campus of an event impacting the ability of ISU to conduct normal business activities.
Audience	Can be sent to a segment of the community, if appropriate.	Community-wide.	At ISU's discretion.	At ISU's discretion.
When issued	Immediately upon confirmation of an emergency or dangerous situation.	As soon as pertinent information is available (often before ALL facts are known).	At ISU's discretion.	At ISU's discretion.

Incident Information	Emergency Notification	Timely Warning	Safety Advisory	Continuity of Operations Advisory
How Sent	Via Rave Mobile Safety as an "ISU Alert" primarily through text and email. Consider leveraging ISU social media, ISU website, and Internal & External ENS.	Via Rave Mobile Safety primarily as an email. Consider leveraging ISU social media or ISU website.	At ISU's discretion.	At ISU's discretion.
Follow -up	Required. Consider sending follow-up by same mode(s) as preceding message(s).	Not required	At ISU's discretion	At ISU's discretion
Miscellaneous	Tell the campus community what you want them to do or not to do	Must include at least one crime prevention tip related to the report incident	N/A	N/A
Past ISU Examples	11/10- Sexual assault and battery suspect fleeing police near campus heading toward campus 10/12- Stabbing suspect fleeing police near campus	11/7- Intentional drugging (use of date rape drugs). *Clery Aggravated Assault occurring across from campus.	10/31- Three vehicles stolen after they were left running to warm up while unlocked and unoccupied. *One was stolen near campus	N/A

Table 3. Communication Requirements

Appendix B: Emergency Notification Templates

Idaho State University has developed a variety of templates that can assist in the development of messages. Templates allow for faster dissemination of information and are customizable with specific details of emergency situations. Below are examples of text message only ISU Alerts. A full list of available templates can be found in the supplemental document: [Emergency Notification System: Templates](#).

Emergency templates utilize a template protection feature and it is encouraged all saved templates are created in this manner. The insert function “[INSERT]” will provide a popup window in the Emergency Alert System if the bracket information is not updated. This will give the sender of the message the ability to correct the error before proceeding. Even when using a template, a message should be reviewed to ensure information is accurate and there is not missing information.

Message Type	Character Count (max 150)	Emergency Alert Templates
Active Fire	158	Emergency ISUAlert: Active fire in [INSERT building/area] on [INSERT which campus] campus. Fire Department [INSERT is on scene/have been notified]. Stay clear of area.
Active Shooter	148	Emergency ISUAlert: Shooting reported in [INSERT location]. If at that location, be prepared to run, hide or fight. If elsewhere on campus, shelter-in-place.
Bomb Threat	166	Emergency ISUAlert: Bomb threat reported at [INSERT building/location] on the [INSERT campus] campus. Evacuate [INSERT description of evac area] and call 911 if you have info.
Explosion	168	Emergency ISUAlert: Explosion reported at [INSERT building] building on [INSERT campus] campus. Evacuate and stay clear of [INSERT description of area]. Follow all instructions.
Generic Emergency	161	Emergency ISUAlert: There is an [INSERT type of emergency] at [INSERT location] on [INSERT campus] campus. Stay clear of this area. [INSERT additional actions necessary].
Generic All Clear	116	Emergency ISUAlert: The [INSERT EMERGENCY TYPE] at [INSERT description of area] has ended. All normal operations may resume.
HazMat (Evacuation)	193	Emergency ISUAlert: Due to a [INSERT type of hazardous material/chemical spill/substance], evacuate [INSERT building/area] on the [INSERT campus] campus. Remain clear of the area until further notice.
Shots Fired	138	Emergency ISUAlert: Report of a shot fired near [INSERT location/building] of the [INSERT campus] campus. Law Enforcement on scene. Avoid the area.
Suspicious Package	144	Emergency ISUAlert: Suspicious [package found at [INSERT building/ area] on the [INSERT campus] campus. Evacuate immediately and stay away from the area.

Table 4. Emergency Notifications Templates

Appendix C: Timely Warnings

Timely Warning Overview

When a crime specified by the Clery Act (as included in [Definitions](#)) is reported to have occurred in Clery Geography (as included in Definitions above or shown below) that, in the judgment of the Chief Security Officer/Director of Public Safety or designee, may pose a serious or continuing threat to members of the University community, a “timely warning” may be distributed. The intent of a timely warning is to warn the University community regarding reported criminal activity occurring on or near ISU campuses to enable individuals with the opportunity to protect themselves by taking reasonable precautions for their safety.

Timely warnings will be distributed as soon as pertinent information is available, in a manner that is timely, that withholds the names or other personally identifying information of victims or reporting parties as confidential, and will aid in the prevention of similar occurrences of crime. Timely warnings generally include information regarding the nature of the crime, when and where it took place, and safety tips that may aid in the prevention of similar crimes.

In general, the Director of Public Safety/Chief Security Officer, or designated Responsible University Authority (RUA), will:

- Determine the existence of a serious or continuing threat to campus.
- Provide advanced notification, as applicable, to the Policy Group.
- Draft a timely warning for message review, generally with a 1-hour time limit.
- Ensure the approved timely warning is distributed to the affected campus via email or another determined modality.
- Repeat the notification process to provide additional pertinent information as it becomes available (optional and not required by the law).

Timely warnings may be considered, but not required, for crimes that occur outside the institution's Clery geography or for other non-Clery crimes that have been reported to the Department of Public Safety. These situations will be evaluated on a case-by-case basis. Information related to these non-Clery crimes occurring outside ISU’s Clery geography may be the subject of a [Safety Advisory](#) as outlined in a section below.

Under the Clery Act, crimes that are only reported to a pastoral or professional counselor, when acting in their role, may not be the basis of a timely warning because these professionals are not required to report crimes to the Department of Public Safety. This only applies to certified professional counselors or pastoral counselors who are providing counseling or confidential assistance to a crime victim and are in that role as a function of their primary employment with the University.

Decision Making Process

A timely warning will be distributed when the following criteria are met: (1) a Clery crime is reported; (2) the crime occurred in Clery geography; and (3) it is determined that the incident may pose a serious or ongoing threat to members of the ISU community. A full list of Clery Act Crimes and geography definitions can be found in the supplemental document: [Clery Crime and Geography Definitions](#).

Incidents reported directly to the Department of Public Safety or brought to the attention of a CSA or local police agency who subsequently provides the information to the Department of Public Safety are evaluated on a case-by-case basis to determine whether the crime may pose a serious or ongoing threat. The factors evaluated include, but are not limited to: the nature of the crime, the exact location, the time of the incident, whether or not the alleged perpetrator has been apprehended, the local police response and guidance to campus officials, and the current danger or continuing danger to the campus community.

Timely warnings may generally be issued for the following crime classifications that have occurred in Clery geography and are determined to pose a serious or ongoing threat to the campus community:

- Murder/Non-negligent Manslaughter
- Robbery involving force, violence, or a weapon (cases including pick pocketing and purse snatching will typically not result in the issuance of a timely warning, but will be evaluated on a case-by-case basis)
- Aggravated Assault (cases involving assaults among known parties, such as two roommates fighting which results in an aggravated injury, will be evaluated on a case-by-case basis to determine if the individual is believed to be an ongoing threat to the larger ISU community)
- Sexual Assault (considered on a case-by-case basis depending on the facts of the case, when and where the incident occurred, when it was reported, and the amount of information known by the Department of Public Safety).
 - *Cases of sexual assault that are reported long after the incident occurred may not result in the issuance of a timely warning due to the lack of ability to distribute a “timely” warning to the ISU community. All cases of sexual assault, including stranger and non-stranger/acquaintance cases, will be assessed for potential issuance of a timely warning.*
- Major incidents of Arson
- Other Clery reportable crimes as deemed necessary by the Chief Security Officer/Director of Public Safety, or designee.

The Director of Public Safety/Chief Security Officer or other designated RUA is responsible for making a timely warning determination using the above criteria guided by the “Timely Warning Decision Matrix (Tab B).”

Message Development and Dissemination

If the timely warning criteria are met, the RUA will draft a message and initiate the message review process by circulating a draft message to the Collaborative Message Review Group, generally with a 1-hour time limit. The Chief Security Officer/Director of Public Safety has the authority to create and distribute the message without consultation if timeliness is an issue or the individuals involved in the message review process are not available.

Timely warning messages will typically include the following information unless issuing any of this information would risk compromising law enforcement efforts:

- Date and time or timeframe of the incident;
- A brief description of the crime that triggered the warning;
- The general location of the incident;
- Information that would promote safety;
- Information that would aid in the prevention of similar crimes; and
- Other information deemed appropriate by the Director of Public Safety/Chief Security Officer or designee.

Messages will be composed without disclosing a Complainant's name or other identifying information while still providing enough information for community members to make safety decisions in light of the potential danger.

Once a timely warning is prepared for distribution, the RUA shares the approved message with Public Safety Dispatch who subsequently disseminates the message to the campus community. Timely warnings are typically issued via email by Rave Mobile Safety, but may also be distributed through social media or other modes of communication within the capabilities of the Emergency Notification System, when appropriate. The email will automatically be sent to all individuals within the Rave system, which typically includes all enrolled students and current employees.

Status updates or additional information regarding the resolution of a particular criminal incident resulting in a timely warning may also be initiated and distributed using the same process, when deemed necessary.

Tab A: Clery Geography Definitions

Clery Geography (also referred to as Clery Reportable Locations) encompasses the property that is owned, leased, or controlled by the University which includes:

- buildings and property that are part of the institution's campus;
- public property within or immediately adjacent to and accessible from the campus; and
- in or on non-campus buildings or property that are owned, controlled, or leased by the University, used for educational purposes, but geographically separated from one of the campuses.

Tab B: Timely Warning Decision Matrix

Idaho State University has developed a [Timely Warning Decision Matrix](#) that can assist the decision-making process related to timely warnings. Please note, if using the document link above, the user will be prompted to make a copy and should add the incident number when renaming the document. The matrix contains a series of questions aimed at evaluating the facts of a criminal incident to determine if the reported conduct may reach the threshold of posing a serious or continuing threat to members of the ISU community.

Timely Warning Decision Matrix

Incident detail	Information
Incident number(s)	
Date and time reported to Public Safety	
Date and time incident(s) occurred	
Location of crime	

Section A: Suspect information

Question	Yes	No
Suspect unknown?		
Suspect has a criminal record that increases concern?		
Suspect has a Student Conduct and/or Human Resources disciplinary record that increases concerns?		
Suspect has a current or past trespass from campus		

Section B: Risk Factors

Question	Yes	No
Suspect still at large?		
Evident that there are multiple suspects?		
Evidence the suspect is targeting the larger campus community?		
Students and employees at risk of becoming victims of a similar crime?		
Directed at a particular group/recurring event?		
Involve physical violence?		

Involve the threat of physical violence?		
Weapon used or threatened in the commission of the crime? If yes, list the weapon(s)		
Use of "date-rape" or similar drugs or intoxicants		
Multiple victims?		
Victim under 18 years of age?		
Victim directly confronted by the suspect?		
Victim sustain any injuries? If yes, explain.		

Section C: Continuation of determining a "serious or continuing threat" to the campus community

Question	Yes	No
Property Stolen? If yes, explain		
Fall into a pattern of recently reported crime(s)? If yes, list additional report numbers.		
Any extenuating circumstances not already listed on the form? If yes, explain.		
Based on the above answers, and taking into account other situational information, does the incident represent a serious or continuing threat to students and employees? <i>I.e. Should a Timely Warning be sent?</i>		

Section D: If a timely warning was NOT issued, indicate the reason(s) why:

Question	Yes	No
Suspect is in custody		
Significant delay between incident and report date		
Incident targeting specific individual		
Isolated incident with no pattern		
Did not include violence of threat thereof		
Not enough information to determine if the threat continues or exists		
If other, provide additional details		

Section E: Incident information

Incident Information <i>This portion of the document should be completed by a Responsible University Authority.</i>	
Crime Classification (check all that apply):	
<ul style="list-style-type: none"> ● Murder/Non-Negligent Manslaughter ● Negligent Manslaughter ● Rape ● Fondling ● Incest ● Statutory Rape ● Robbery ● Aggravated Assault ● Burglary ● Motor Vehicle Theft ● Arson ● Domestic/Dating Violence ● Stalking ● Drug, Liquor, Weapons Law Violation ● Other crime(s): 	<ul style="list-style-type: none"> ● Hate Crime <p>Indicate previous offense(s) or below</p> <ul style="list-style-type: none"> ● Vandalism ● Intimidation ● Theft ● Simple Assault <p>Indicate the category of bias</p> <ul style="list-style-type: none"> ● Race ● Gender ● Gender identity ● Religion ● Sexual orientation ● Ethnicity ● National origin ● Disability

Clery Act Geography: Online Clery Map
On-campus
On-campus Residential
Public Property
Non-campus Property
Not in Clery Geography
<p>Attach this form to a copy of the incident report(s).</p> <p>If a Timely Warning is sent, attach copies of the sent message, the draft message with the Review Committee’s initials, and the message distribution reports from Rave.</p> <p><i>Revised 3/17/2022</i></p>

Tab C: Timely Warning Template

[insert the approved message "shell" with customizable spots for incident description and safety/crime prevention tips.]

EMAIL MESSAGE	Character Limit w/ spaces: 10,000	Current Count:
<p>[INSERT Date]</p> <p>[INSERT Description of Crime] DESCRIPTION OF CRIME; DATE IT WAS REPORTED TO PUBLIC SAFETY OR CSA; DATE AND TIME IT OCCURRED (CAN BE APPROXIMATE); LOCATION OF THE CRIME INCLUDING THE CAMPUS (CAREFULLY CONSIDER EXACT LOCATION - CAN STATE IN A RESIDENCE HALL OR IN A CAMPUS APARTMENT IN ORDER TO HELP PROTECT THE IDENTITY OF THE VICTIM); ETC.]</p> <p>It is never possible to completely eliminate the risk of becoming the victim of a crime. Perpetrators are responsible for crimes. Crime victims are never responsible for the behavior of perpetrators. Trust your instincts. If you feel unsafe on or near campus, contact Public Safety at (208) 282-2515 for a safety escort, use the Rave Guardian app, or call 911.</p> <p>Here are suggestions to reduce your risk of being targeted:</p> <ul style="list-style-type: none">• [LIST OF SAFETY TIPS] <p>You are receiving this timely warning notice as part of Idaho State University's commitment to providing campus crime information, in compliance with the federal Clery Act.</p>		

Appendix D: Safety Advisories

Safety Advisory Overview

When criminal incidents or other situations occur on or near campus but do not reach the level of requiring a timely warning or emergency notification, a safety advisory may be distributed. A safety advisory may be issued to heighten awareness in response to an identified risk and enable the campus community to take safety precautions, or to seek additional information about an incident from the campus community.

Public Safety will:

- Confirm the existence of a possible safety risk to campus.
- Provide advanced notification, as applicable, to the Policy Group.
- Work in collaboration with Marketing and Communications to craft a safety advisory for review within a 1-hour time limit.
- Communicate the safety advisory to the affected campus via email or other determined modality.
- Repeat the notification process to signal an optional update or all-clear message, as necessary.

Note: A severe winter weather event with the impact to close campus follows a distinct process. This is outlined in Tab A.

Tab A: Severe Winter Weather

Winter Weather Class Delay and Cancellation Decision Making Protocol

Idaho State University (ISU) strives at all times to keep University spaces open for the furtherance of our educational mission. The University may delay and cancel classes to ensure the safety of students, faculty, staff, and campus community members or when closure is necessitated by other extenuating circumstances. Decisions to delay or cancel classes may be different than local school districts due to weather impacts/conditions on campus and organization needs. Due to the public mission of the University, certain functions must always be operational and carried forth by faculty and staff; these positions are identified as being mission critical personnel.

Decision Making Overview

Class cancellation and/or delay decisions will be based upon the following:

- The severity and timing (arrival) of the weather event as issued by the National Weather Service. Other factors may include snowfall rate, wind intensity, incident duration, and temperature.

- Latest information obtained from local law enforcement, street departments, and emergency management agencies pertaining to road conditions (low visibility, icy roads, blowing snow, snowpack, etc).
- ISU's ability to clear parking lots, walkways, and stairways before the start of normal campus operations and ability to maintain clearance during the weather incident.
- Scheduled major events and contractor and tenant operations.

Decision Making Authorities

The President has the ultimate authority to determine class delay or cancellation. The Vice President for Campus Operations is the back-up in the event the President is not available. The decision will be made in consultation with Public Safety and the Admin Council. The Director of Emergency Management consults with the other campus location leadership when making the recommendation to the President.

- **Idaho Falls Campus** - Chief Campus Administrator for Eastern and Southern Idaho
- **Meridian Campus** - Executive Director Meridian Health Sciences
- **Programs on other campuses** - Cancellation of classes may occur at the discretion of the institution having jurisdiction.
 - **Twin Falls Campus** - Chief Campus Administrator for Eastern and Southern Idaho
 - **Alaska** - Dean of the College of Pharmacy in collaboration with the Vice President for Health Sciences
 - **Caldwell** - A process has not been defined, consult with the Vice President for Health Sciences during an emergency situation.

Decision Making Timeline

- Morning by 0600 - Morning class delay or cancellation
- Morning by 1100 - Afternoon/Evening afternoon cancellation (made prior to afternoon activity and class start).

Communication Steps of Class Delay/Cancellation

- A Campus Notification Message will be developed by the Collaborative Message Review Group and forwarded to the on-duty dispatcher.
- Public Safety Dispatch relays the message via the emergency notification system (RAVE).
- Weather related information is also available by calling (208) 282-3936 (ISU School Closure Line).

Winter Weather Conference Call Agenda

- Roll Call
- Briefing - Emergency Management
 - Weather forecast/timing
 - Campus conditions and estimated clearance time

- Road conditions and closures
- Area school district delay/cancelation statuses
- Recommendation
- Delay or Cancellation Decision - ISU President in consultation with the Vice President for Campus Operations, the Chief of Staff, and other subject matter experts.

Decision Making Process Timeline, Action, and Responsible Party Action List

Day(s) Prior to Weather Incident		
Time	Action	Responsible Party
Ongoing	Active monitoring of weather conditions through the National Weather Service (NWS).	Director of Emergency Management (Chief Security Officer as backup)
Ongoing	Weather briefings & potential weather impacts sent via email.	Director of Emergency Management (Chief Security Officer as backup)
Afternoon prior to weather impacts	An advisory text will be sent to the decision-making authorities prior to potential weather impacts requiring a potential delay/closure decision in the morning at 0545.	Chief of Staff or VP of Campus Operations to the President
Overnight prior to weather impacts	Monitor weather conditions and campus impacts.	Director of Emergency Management/Public Safety Staff

Day of Weather Incident		
Time	Action	Responsible Party
*0445-0530	Situational awareness of weather conditions and campus impacts developed including: <ol style="list-style-type: none"> 1. Weather updates - NWS 2. Pocatello Streets Department 3. School district decisions - District Contacts 4. Campus conditions - Facility Services 5. Campus events - Events Calendar 6. Satellite campus leadership recommendations 	Director of Emergency Management (Chief Security Officer as backup)
0530	Notification of Chief of Staff to the President a morning class delay or cancellation recommendation is made.	Director of Emergency Management (Chief Security Officer as backup)
0532	Notification of the President of the recommendation and need for a conference call.	Chief of Staff to the President
0535	Notification of the Provost and Vice Presidents of the conference call via group text message, or a Command Text using Rave.	Director of Emergency Management (Chief Security Officer as backup)
0540	A conference call using Zoom Meeting (Free Conference Call as backup) established for 0545 meeting.	Director of Emergency Management (Chief Security Officer as backup)
0545-0555	Conference call using Winter Weather Conference Call	President, VP of Campus Operations,

Day of Weather Incident		
	conducted and decision made.	Provost, Vice Presidents, Chief of Staff to the President, AVP MarCom, Director of Emergency Management, and Chief Security Officer
0555-0615	<p>If there is a decision to delay/cancel morning classes, the following will occur:</p> <ol style="list-style-type: none"> 1. MarCom will develop the message 2. Message will be distributed by Public Safety via text message and email. 3. Transportation will be advised by the EM Director. 4. MarCom will post information on social media and the ISU website. 5. Public Safety will update the closure phone line. 	AVP MarCom, Director of Emergency Management, and Chief Security Officer
Morning of winter weather impacts	Ongoing situational awareness and weather conditions will be conducted.	Director of Emergency Management (Chief Security Officer as backup)
Morning of winter weather impacts	Regular updates will be made as needed to campus leadership and core operational partners.	Director of Emergency Management (Chief Security Officer as backup)
Morning (prior to 1030).	Situational awareness of weather conditions and campus impacts developed. (See procedure for 0445-0530)	Director of Emergency Management (Chief Security Officer as backup)
1030	Notification of Chief of Staff and the Office of the President of an afternoon/evening class delay or a cancellation recommendation is made.	Director of Emergency Management (Chief Security Officer as backup)
1032	Notification of the President of the recommendation and need for a conference call.	Chief of Staff to the President
1035	Notification of the Provost and Vice Presidents of the conference call via group text message.	Director of Emergency Management (Chief Security Officer as backup)
1040	A conference call using Zoom Meeting (Free Conference Call as backup) established for 1045 meeting.	Director of Emergency Management (Chief Security Officer as backup)
1045-1055	Conference call using Winter Weather Conference Call Agenda conducted and decision made.	Decision Making Authorities: Chief of Staff to the President, AVP MarCom, Director of Emergency Management, and Chief Security Officer
1055	Communication of morning delay/cancellation (See procedure listed for 0555-0615).	AVP MarCom, Director of Emergency Management, and Chief Security Officer
Afternoon/evening of winter weather impacts	Ongoing situational awareness and weather conditions will be conducted.	Director of Emergency Management (Chief Security Officer as backup)

Day of Weather Incident		
As needed	Activation of the Emergency Operations Center and Campus Incident Management Team may be necessary if conditions overwhelm regular operations, create damages, and/or lasts over an extended time duration.	Director of Emergency Management (Chief Security Officer as backup)

Day(s) after Weather Incident		
Time	Action	Responsible Party
Timely	Campus Impact Assessment completed (as needed to document damages or other significant impacts to Campus operations).	Director of Emergency Management
Timely	After Action Review completed and circulated for comment.	Director of Emergency Management

Table 5. Decision-making process and timeline for severe weather event

***There may be fluctuations in actual time periods based upon circumstances and weather conditions etc.**

Tab B: Safety Advisory Template

Date	Day, Month Day & Year
-------------	----------------------------------

	Campus Email	Text Alert	Twitter	Facebook	Instagram	Media Release
Lead						N/A
Time Sent						

TWITTER
<p>Due to inclement weather, travel to and from the University campuses may be difficult. All members of the campus community are encouraged to use caution. Crews are attempting to clear the parking lots and sidewalks but drifting snow and ice are causing challenges.</p> <p>The Twin Falls campus will be closed on (Day of Week), Date, due to weather.</p>

INSTAGRAM STORY
<p>Due to inclement weather, travel to and from the University's campuses may be difficult. Crews are attempting to clear the parking lots and sidewalks, but drifting snow and ice are causing challenges. All members of the campus community are encouraged to use caution.</p> <p>The Twin Falls campus will be closed on (Day of Week, Date), due to weather.</p>

TEXT ALERT

ISU ALERT: Due to inclement weather, travel to and from ISU's campuses may be difficult. The Twin Falls campus will be closed today. Check your ISU email.

EMAIL ALERT: STUDENTS, FACULTY, AND STAFF

(Date)

Due to inclement weather, travel to and from the University's campuses may be difficult. Crews are attempting to clear the parking lots and sidewalks, but drifting snow and ice are causing challenges. All members of the campus community are encouraged to use caution.

Additionally, the Twin Falls campus will be closed on (Day of Week, Date), due to weather.

If safe and feasible, University employees in Pocatello, Meridian, and Idaho Falls should strive to follow their assigned work schedules or telework with supervisor approval. Safety is our primary concern, so in some situations, a late arrival is expected. Use your best judgment when determining travel and notify your supervisor of a late arrival. Supervisors are instructed to allow for flexibility and work with employees who may need to delay their arrival.

Please initial after you have reviewed:

Name	
Name	
Name	

Appendix E: Continuity of Operations Advisory

Background:

At times the University experiences a disruption to critical services and needs to send out communication to the affected audiences. For example, communication may be needed to restrict access to a facility on campus because of planned or unplanned construction needs, or in the event of an unexpected and sustained disruption to the learning management or other critical system prohibiting faculty and students from accessing classroom materials.

Departments and colleges have been encouraged to complete Continuity of Operations Plans in order to reduce the impact an emergency or disaster has on their business activities. Part of this planning includes a back-up plan for when a critical system fails and ensuring that vital communication is maintained.

To further operational effectiveness and better prepare for the communication needs during an event where critical business activities are disrupted, but a threat to personal safety does not exist, a process for sending information to staff, faculty, and students is outlined below. The thresholds for a major impact or disruption are determined by the respective unit. These thresholds should be communicated to the emergency management team for review and approval.

Process:

If an entity identifies a situation where a critical system failure or disruption has a major impact on campus operations and/or academic performance, notification must be made with the respective Vice President, as well as a representative from Marketing and Communications to determine appropriate messaging. In the event these individuals are not available, or if it is after-hours, the Department of Public Safety should be notified at (208) 282-2515.

Reporting department will provide the following information:

1. Description of incident
2. Affected audience (Students, Employees, All of ISU)
3. Estimated Resolution Time
4. Any relevant links (i.e. website pages for updates, incident/ticket numbers)
5. Any recommendations for actions needed
6. Contact information

Marketing and Communications staff will assist with message content and determine the appropriate routes for disseminating information. This may include:

- Emails from the department/college to targeted staff, faculty and students;
- Mass email from Marketing and Communications on behalf of the University;

- Updates to the ISU website, including the use of banners; and
- Social Media
- MyISU messaging

If a disruption threatens the majority of the campus community **and** is deemed urgent enough to warrant an immediate text message being sent to users, Marketing and Communications may work in collaboration with the Department of Public Safety to send out notification using the Emergency Alert System.

Tab A: Continuity of Operations Advisory Template

Date	XXXX
Brief Description/Reference Number	XXXX

Target Audience: [ex. All, faculty/staff, students, etc.]

	Internal Targeted Email	External Targeted Email	ISU Website	My ISU	Social media		Referred to:
Lead							
Time Sent							

Key Information
Description of incident: Affected audience (Students, Employees, All of ISU): Estimated Resolution Time: Any relevant links (i.e. website pages for updates, incident/ticket numbers): Any recommendations for actions needed: Contact Information

Website Banner (If incident is impactful enough to warrant warnings to avoid coming on campus))
ISU is currently experiencing an unexpected outage affecting [Service Name]. Updates are available here: [link to status page]

Social media (If Appropriate)

Idaho State University is currently experiencing an unexpected outage affecting [Service Name]. Our team is actively working to resolve the issue. [Insert appropriate action user should take]. You can find the latest updates on our status page here: [link to status page].

MYISU (100-character limit, be sure to provide a time limit for start and end date in the system)

ISU is experiencing an unexpected outage of [Service Name]. [Insert action user should take] Currently [estimated resolution time].

EMAIL ALERT: [STUDENTS, FACULTY, AND STAFF]

Service Outage Alert

This message is to inform you that Idaho State University is currently experiencing an unexpected outage affecting [Service Name]. Our team is actively working to resolve the issue. While we can't guarantee an exact time that this issue will be resolved, teams are working to have it fixed by [estimated time].

We apologize for any inconvenience and appreciate your patience. [Insert appropriate action user should take] You can find the latest updates on our status page here: [link to status page]

DEPARTMENT

(UPDATE INFORMATION BELOW)

Eli M. Oboler Library
921 South 8th Ave., Stop 8064 | Pocatello, ID 83209
(208) 282-HELP (4357) | help@isu.edu |



[Insert initials if a review process is appropriate]

Name	Initials