



## Dalhousie University



Dalhousie is committed to protecting the welfare of its community and has prepared this additional means of communication for potential emergencies.

"Preparedness planning is important for all Universities and Dalhousie is aiming to lessen the impact of emergencies while increasing effectiveness in responding to emergency situations."

- John Sherwood

Executive Director University  
Computing and Information Services  
(UCIS)

### CAMPUS SAFETY

The reality of today's global, national and regional security threats has demanded an increase in campus safety and security systems.

### REALTIME COMMUNICATION

In emergency situations, secure real time communication with students, faculty and staff is absolutely vital.

### Messaging Alerts

Instant communication via SMS text messaging can play a critical role in alerting students, faculty and staff of potential security threats and emergencies.

Located in Halifax Nova Scotia, Dalhousie University was founded in 1818. With over 15,000 students enrolled and more than 1100 faculty, Dalhousie is the largest University in Atlantic Canada. The campus has several buildings and covers a wide area occupying more than 32 hectares (79 acres). With increasing security threats in universities across Canada, Dalhousie was researching solutions to extend the effectiveness of communication with its students, faculty and staff for security and emergency alerts.

Dalhousie University deployed the Universal Campus Alert Platform (UCap) powered by ZIM Corporation to notify its population of more than 20,000 students, faculty, and staff in the event of an emergency or routine occurrence. Utilizing the unique web based features of UCap students, faculty and staff are able to quickly register online through an easy-to-use, secure Web portal on the mydal.ca website and instantly start receiving alert notifications.

## Service Features and Benefits

### TARGETSPECIFIC GROUP

With the filtered lists feature administrators can target and isolate alert messages to a specific subscriber, group or the entire list.

### WEB ADMINISTRATION

Your individual UCap account is set up in seconds and is easily managed from any web browser. Manage your SMS alert settings anytime, anywhere.

### ALERT HISTORY AND REPORTS

UCap provides reporting tools to audit sent alerts and investigate emergency response performance. Administrators can analyze detailed alert histories including the alert author, time-stamp, message content, message delivery statistics, and number of recipients.



Using UCap, the University sends messages to all subscribers both on and off campus via cell phone as well as any other text-enabled communication device, or by placing an automated text to voice phone call. The system also complements the University's other security and emergency response systems. The system stores all messages and creates reports in UCap's database, creating a readily accessible alert summary and audit trail.

There is no cost for a user to subscribe and messages can be sent to any cell phone carriers including: Bell, Rogers, Telus, Fido and Virgin Mobile. Additional carriers for international alerts can easily be added.

## Results

Dalhousie University has released a text messaging alert system for the safety of its academic community.

The system is used as a means of reaching students and employees in urgent situations. It is an additional but important tool to send emergency messages to users when they are away from other means of communications.

Within 5 days of launching, the alert service over 50% of the population at Dalhousie subscribed.

*"This is a good thing. For an emergency at Dal, this is the best and fastest way to broadcast a message to the biggest number of students at the same time. After all, everyone has a cell phone."*

- Johnny Azizi  
Dalhousie student

**UCap**  
Universal  
Campus  
Alert  
Platform



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