Quality of communication

Communications that require follow-up action are perceived to be more effective than those that are merely informational, according to students and faculty/staff.

Strengths and weaknesses in emergency communication

Preferred channels in emergency situations

While email and text are preferred, all three populations stress the need for a multi-channel approach.

Some faculty and staff reference the need to compensate for inconsistent Wi-Fi coverage.

Emergency communication recommendations

- Improve the timeliness of sharing emergency and non-emergency updates and information.
- Build a deliberate process for continuous updates in emergency situations.
- Increase text messaging capabilities.
- Enhance Wi-Fi coverage across the campus.

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