The Need
In an emergency, Millersville University, located in Millersville PA, had to launch multiple communication systems in order to communicate to staff, faculty and the campus’ 8,000 student population. To accelerate and simplify the university’s notification process, the university needed one integrated multi-layered Mass Notification System (MNS).

“Reliance on just one form of notification will invariably not reach enough stake holders to achieve a ‘critical mass’ notification. It’s best to use a combination of technologies,” said Patrick Weidinger, Director, Safety & Environment Health, Millersville University. “However, in an emergency, activating multiple communications systems can slow you down, not allowing you to focus on the actual emergency. We needed a system that allows you to use one simple-to-use interface to launch our different notification channels.”

The Solution
Millersville University chose Cooper Notification for the reliability and interoperability of its mass notification solutions. When time is of the essence, campus officials no longer have to launch multiple systems or scroll through numerous web pages to broadcast emergency messages with Cooper Notification’s MNS. Whether mobilizing first responders or informing students of an emergency, Millersville University can now send alerts and potentially life-saving instructions campus-wide to multiple communication devices - all from a single web page.

The University, which already utilizes Cooper Notification’s WAVES for broadcasting messages over wide outdoor areas, switched their campus text messaging and emergency email alert system provider to Cooper Notification’s U.S. patented Roam Secure Alert Network™ (RSAN™). Just in time for the fall semester, Millersville University launched their web-based RSAN systems, MU Alert (http://mualert.millersville.edu/), to the campus community.

For outdoor notification, Cooper Notification installed three WAVES High Power Speaker Arrays (HPSAs) and an Integrated Speaker Unit last summer on the Millersville University campus for...
“Our MU Alert, powered by RSAN, allows more users and better administration tools,” said Weidinger. “The new RSAN system uses priority communication lines, minimizing the chance for dropped or delayed text messages and emails reaching users.”

exterior voice alerting, providing emergency notification to the 250-acre academic campus. In an emergency, the HPSAs will broadcast a siren alert, followed by a live or recorded voice message tailored to the situation. The intrusive system sends out the emergency messages in real time and has the capability of alerting the entire campus or individual areas depending on the scope of the emergency.

The Result
Instead of utilizing separate systems to notify the entire campus or segments of the campus community, University officials can now activate their email, text messaging and outdoor “Giant Voice” speakers from one user-interface with Cooper Notification's integrated Mass Notification Solutions.

Millersville University conducted an Emergency Response Active Shooter drill at the Dilworth Building. The drill utilized the RSAN system, University Telecommunications, the Millersville Borough Police, and staff from Environmental Health and Safety. “RSAN proved its worth many times over by providing a timely warning and updates as appropriate during the drill,” said Chief Silcox. “Use of the Dilworth User Group allowed the system to be utilized without sending out messages to the entire campus community.”

“The campus team, now about three years old, never felt we had to re-invent the wheel when we found ourselves working with such experienced professionals as Cooper Notification and The Protection Bureau,” added Chief Silcox.

Cooper Notification
273 Branchport Ave.
Long Branch, NJ 07740
P: 800-631-2148
F: 732-222-8707

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