

Frequently Asked Questions

How does the *Connect-ED*



During a time-sensitive situation, multi-modal communication is critical as it is a more comprehensive way to reach people in the environment they may be in at the moment an issue arises. Communication is sent simultaneously to all available contact points for each person.

Relying on any single way to reach constituents (whether it is through just voice calls or just SMS) introduces a single point of failure. Additionally, text messages to cell phones, while a great back-up communication medium, is not stable enough to rely upon solely for time-sensitive communication. Cellular carriers did not design SMS (Short Messaging Service) as a reliable medium for transmitting high volume, time-sensitive communication within geocentric communities (such as a college campus). As with any communication vehicle, it is important to combine voice, text-messaging, and e-mail to better ensure that you can reach your community in as many ways possible.

How much does the *Connect-ED* for Higher ED system cost?

The service is based on a flat per-student rate that varies slightly from campus to campus depending upon the planned use (e.g., emergency only versus comprehensive). NTI does not quote rates for individual clients. Please check with the campus for additional information.

How has the *Connect-ED* system been used?

The *Connect-ED* system has been used to communicate vital information when a critical situation has taken place. It is also used to issue alerts to campus members as outlined in the Clery Act. Additionally, some campuses use the service for more routine communication, including communicating during the admissions process and to alert students to important financial aid and/or payment deadlines.

What if an emergency occurs and the school can't access the Internet to send a message?

Each user is given a personal, wallet-sized Emergency Messaging card. In case of an evacuation or power loss, school administrators can use the information on this card to send a time-sensitive notification to all their contacts or to a pre-determined emergency response team using just a telephone. NTI maintains client care representatives to assist users 24/7/365 should alternative means be necessary such as encountered throughout both Hurricane Katrina and Hurricane Wilma.

Does the *Connect-ED* service require any additional equipment?

No. The only thing needed is an Internet connection, a browser that meets or exceeds Internet Explorer 5.5 or Netscape 7.0, and a telephone. Schools don't have to buy or maintain any special equipment, have special phone lines installed, or install any software applications or plug-ins. NTI provides training, which typically takes less than 30 minutes, a detailed step-by-step user guide for reference, and uses industry-standard file types to interface with school data systems so they will be able to get up-and-running immediately.



How does the *Connect-ED* system get access to student and staff contact information?

NTI provides an encrypted, online process to securely import a school's existing data into that school's account in a secure and reliable manner. The school maintains all data. They have full ownership over that data. NTI also provides a system that allows schools to schedule automatic updates as frequently as they like, and/or they can add, remove, and delete individual contacts at their convenience.

Additionally, students and staff are encouraged to ensure that their contact information is up-to-date so that the school can contac

