

## **Jaguar Alert Notification System Frequently Asked Questions**

**Q. When did this system begin?**

A. The system became operational in September 2012.

**Q. How does it work?**

A. Messages informing students, faculty, and staff of a campus emergency or closure or other important information will be distributed via this system.

**Q. Who receives the messages?**

A. Students enrolled for the current semester will receive messages, as well as faculty and staff.

**Q. Where will these messages be sent?**

A. Initially, it will be sent to your college JCC Student email account.

**Q. If I cannot login to my JCC Student email account who do I contact?**

A. Please contact the Instructional Technology and Distance Education Center at 919-464-2260 or [distancelearning@mail.johnstoncc.edu](mailto:distancelearning@mail.johnstoncc.edu) if you have any questions or concerns.

**Q. Can I update my record with information so that I can receive text messages on my cell phone?**

A. Absolutely! We hope that you do; but we wanted the decision to receive text alerts to be yours.

**Q. Does the service cost anything to use?**

A. Subscribing to emergency text messages is free. However, your cell phone carrier may charge you to receive text messages. Please check with your phone company for details. Also, the college cannot be responsible for messages that cannot be delivered due to extenuating circumstances such as overloaded cell towers.

**Q. How will the college use my cell phone number?**

A. Subscribers' cell phone numbers will remain confidential and will be used only for subscribed messages by JCC.

**Q. Will emergency messages continue to be shared on the college Facebook page and JCC Website?**

A. Yes, there are no plans to discontinue the other means of sharing important information.

**Q. What kinds of messages will I receive?**

A. You will receive two types of messages: 1) messages sent to test that the system is functioning properly will be clearly identified as test messages, 2) actual alerts about campus emergencies or closures. That's it unless you choose to receive messages from other Alert Group such as the Bookstore or Student Services.

**Q. If I have problems logging in to the Jaguar Alert System, setting up my preferences or questions about the Jaguar Alerts Service who do I contact?**

A. Please contact [jccjans@johnstoncc.edu](mailto:jccjans@johnstoncc.edu) if you have any questions or concerns about the Jaguar Alert System.