

I. Overview

The College occasionally receives messages of an emergency nature for enrolled students while they are on campus. This policy outlines the protocol for delivering those messages.

II. Practice

1. Emergency calls for students should be received at the UACCB main number 870-612-2000.
2. The receptionist will take the message and get a phone number to reach the person leaving the message in case the student cannot be located.
3. The receptionist will contact the student affairs office to deliver the message to the student. Offices should be contacted in the following order until the message is delivered to a “live” person:
 - a. Office of the Vice Chancellor for Student Affairs
 - b. Director of Student Development
 - c. Career and Disability Services Coordinator
 - d. Career Pathways Office
4. A student affairs staff person will deliver the message to the student. If the student is not on campus or cannot be located, the staff member will contact the person who left the emergency message to let him/her know that the message could not be delivered.

III. Clarifying Points

An emergency message is one that involves a death, serious injury, or child care. If the message is of a nature that the student may require assistance or counseling after hearing the message, the Vice Chancellor for Student Affairs, the Director of Student Development, or the Career and Disability Services Coordinator will deliver the message.

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