Frequently Asked Questions: TCU Alert System Test

On the afternoon of Tuesday, Jan. 30, TCU will test the TCU Alert System, including indoor and outdoor loudspeakers on campus. TCU is committed to providing a safe environment and we know that safety is the result of careful attention to operations and everyone's willingness to be prepared should an emergency arise.

What is the TCU Alert System?
TCU Alert is a mass communication system that allows the university to send messages to faculty, staff and students (via text, phone, email and campus loudspeakers) to keep them informed before, during and after a campus emergency.

Why is TCU testing the system?
TCU routinely tests the system to ensure it works as intended and that audiences are familiar with the system.

What can I expect from the test?
Because the test simulates how we will communicate during an emergency situation, all methods of communication (text, phone and email) will deploy in rapid succession to faculty, staff and students. Additionally, indoor and outdoor loudspeakers throughout campus will broadcast the test message.

What do I need to do during the test?
The TCU Alert message will ask you to confirm receipt. You should reply "Yes" to confirm receipt through one of the methods. Although you reply "Yes," you may still receive additional notices until the system completes its cycle. You only need to respond once.

How long will the test last?
The test will last approximately two minutes, and the audio messages you may hear will convey that this is only a test.

Why did I get a TCU Alert?
Contact information for TCU Alert pulls from an internal database maintained by the university for faculty, staff and students. This information may include home phone numbers.

If you are not connected with TCU and you believe you have received a TCU Alert in error, you may request that your information be considered for removal. Please visit **removalrequest.tcu.edu**, complete the form and submit for review. The process may take up to two weeks and you will be notified of the outcome. Please note that only those who have received an alert in error may be removed; all current students, faculty and staff will remain in the university database.

How do I update my contact information?
As a faculty/staff member or student, you may update your contact information by clicking on the Employee Self-Service link (or Student Center link), and then Personal Information. Locate your contact information to update cell, business or permanent/home phone numbers.