Gonzaga University ZagAlert FAQ

This resource is designed to provide answers to common questions about the ZagAlert emergency notification system at Gonzaga University. If you do not find the information you’re looking for on this resource, please visit the Office of Emergency Preparedness and Risk Management website or email our office for assistance.

1. How do I sign up for ZagAlert?
   A. Visit ZAGWEB.gonzaga.edu to enroll in ZagAlert. You can also update your existing profile with personal contact information such as mobile telephone and email address.

2. What is ZagAlert?
   A. ZagAlert is Gonzaga’s emergency communication system which helps ensure the safety and security of our campus community. ZagAlert notifies students, faculty, and staff of an emergency involving an immediate threat to health or safety or a situation presenting a major disruption to campus operations.

3. How does ZagAlert work?
   A. Using data submitted by the recipient, ZagAlert sends a message to members of the campus community via text, email, or voice message.

4. What kind of situations is ZagAlert used for?
   A. ZagAlert is used to alert the campus community about
      i. an immediate threat to health or safety – such as an active shooter or hazardous materials spill; and
      ii. a situation presenting a major disruption to campus operations – severe winter storm, power outage, traffic accident interrupting campus access

5. What does a ZagAlert message look or sound like?
   A: Here is a sample emergency message:

   Email
   Subject: GONZAGA UNIVERSITY ZAGALERT – ARMED INTRUDER ON CAMPUS
   This is an emergency message from Gonzaga University.
   An active shooter has been reported on campus at (location). If you are on campus, go into the nearest available room and lock the door; stay away from windows. If you are not on campus, stay away until further notice. THIS IS NOT A TEST. Obey commands from authorities. Updates and information are available at www.facebook.com/GonzagaUniversity.

   Next update at or before [time.]
Voicemail
This is an emergency message from Gonzaga University. An active shooter has been reported on campus at (location). If you are on campus, go into the nearest available room and lock the door; stay away from windows. If you are not on campus, stay away until further notice. THIS IS NOT A TEST. Obey commands from authorities. Updates and information are available at www.facebook.com/GonzagaUniversity.

Next update at or before [time.]

Text
ZAGALERT. Suspect with firearm on campus. Secure yourself in locked room. Updates at www.facebook.com/GonzagaUniversity.

Facebook
This is an emergency message from Gonzaga University. An active shooter has been reported on campus at (location). If you are on campus, go into the nearest available room and lock the door; stay away from windows. If you are not on campus, stay away until further notice. THIS IS NOT A TEST. Obey commands from authorities. Updates and information are available at www.facebook.com/GonzagaUniversity.

Next update at or before [time.]

Twitter
Active Shooter on Gonzaga campus. If on campus take protective actions immediately otherwise avoid campus area. More information on www.facebook.com/GonzagaUniversity. #ZagAlert

6. Who should sign up for ZagAlert?
   A. Students, faculty, staff, and campus community members who have an interest in the safety and security of our community.

7. Why should I sign up?
   A. Emergencies happen in seconds. ZagAlert is GU’s first communication in emergency situations to protect yourself, and the fastest way to find out about potential problems. ZagAlert is the official notification of the University when emergencies critical incidents occur.

8. What contact information should I register?
   A. Gonzaga recommends all staff, students, and faculty provide contact information for their personal cell phone; personal email; work telephone, and home telephone. You should also confirm your GU email. There is also space in the system to register alternate telephones, which can be used for parent, spouse, or emergency contact registration.
9. What’s the fastest way to get a ZagAlert message?  
   A. Text messaging is considered the most reliable and fastest way to receive 
      electronic notifications during an emergency. Ensure your cell phone is 
      registered to receive ZagAlert text messages.

10. How frequently is the ZagAlert system used?  
    A. ZagAlert is used as needed. It is ONLY used for emergency situations or 
       significant disruptions to campus operations.

11. How frequently is the ZagAlert system tested?  
    A. Tests to the ZagAlert system will take place a minimum of once each semester.

12. What’s the difference between an actual alert vs a test message?  
    A. Test messages will always be denoted as such. Usually tests will be pre- 
       announced via Morning Mail so that you will expect a notification within a given 
       time period (i.e. during the week of x-x). Actual alerts will not be marked as tests; 
       they will indicate this is an emergency message and NOT A TEST.

13. What should I do when I receive a ZagAlert?  
    A. First, follow the instructions given in the ZagAlert. Generally, you will be asked to 
       take one of 4 protective actions: evacuate, shelter-in-place, lock down or 
       modified lockdown. You may be instructed to stay away. Find out more about 
       these actions on the Emergency Guidelines Poster. 

    Second, monitor ongoing communications and follow all additional instructions. 
    Do NOT assume the incident is over until you are officially notified via ZagAlert.

    Third, refrain from speculating about what’s happening. Do not engage on social 
    media except for official posts at www.facebook.com/GonzagaUniversity

14. What if I have an emergency to report?  
    A. In a life-threatening emergency always call 911 first and then call Campus 
       Security at 313-2222 if it is safe to do so.

15. Can I decline to participate in ZagAlert?  
    A. While all members of the Gonzaga community are strongly encouraged to 
       register, providing personal contact information is optional. In the future, all GU 
       email addresses will automatically be enrolled in the system.

16. Does ZagAlert cost anything?  
    A. The program is free.

17. I’m a parent; can I get these notifications too?  
    A. Parents need to ask their student to provide parent/home contact information in 
       the ZagAlert system.
18. I’m an online student: should I sign up?
   A. Yes. These notifications will keep you informed of events that you need to be aware of, even if you are not on campus. For example, you will need to know when communication will be disrupted with professors on campus when an emergency occurs.

19. I’m a graduate student; should I sign up?
   A. Yes. These notifications will keep you informed of events that you need to be aware of, even if you are not on campus. For example, you will need to know when communication will be disrupted with professors on campus when an emergency occurs.

20. I live off campus; should I sign up?
   A. Yes. These notifications will keep you informed of events that you need to be aware of, even if you are not on campus. For example, you will need to know when communication will be disrupted with professors on campus when an emergency occurs.

21. I work for the university; should I sign up?
   A. Yes. These notifications will keep you informed of events that you need to be aware of, even if you are not on campus.

22. What about campus visitors? How do they get information in the case of an emergency?
   A. Hosts for visitors are expected to communicate emergency information to guests, and departments sponsoring activities for off-campus visitors are responsible to communicate these instructions.

Remember, if you have additional questions, please visit the Office of Emergency Preparedness and Risk Management website or email our office for assistance.