

Blackhawk Alerting Mobile Application Proposal

Problem Description

Currently, SCC relies on text messaging to notify students of situations that impact the daily operation of SCC. Frequently, these are messages about the campus being open or closed at a specific time due to weather or power outages. While these messages are vital communication tools, not all students are able to receive these messages. Reasons include not owning a phone, not having a cellular plan on their phone, being an international student where texts from the US are expensive to receive, etc.

Furthermore, since the alerts are kind of intrusive (text messages), they are sent out sparingly. This means SCC doesn't have any easy way of communicating various other items of interest, such as news, information about upcoming events, or pending deadlines (scholarships, tuition payment, enrollment, etc.).

We are proposing a new solution that will address these shortcomings and add value to the SCC community by allowing various other types of messages to be broadcast. The proposed message types include:

- **Weather Alert** - operating hours changed or shortened for weather-related issues
- **Class Alert** - alert to a class being canceled due to an instructor's illness, absence, or time out of the office
- **Safety Alert** - some issue/incident is occurring or has occurred that needs action is taken, such as the evacuation of the campus (Yes, we had that last year - someone thought they smelled a gas leak, and they evacuated the building)
- **Current Event Alert** – a quick alert with a timely reminder about activities/events that are happening that day at SCC (if there are any...)
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System Capabilities:

In addition to the specified alert types, capabilities should also include:

- An administrative module that is used to create, send, and manage alerts.
- Ability to be used over the Internet or Wi-Fi w/o any cellular service.
- Ability to agree to "Terms of Service" for receiving notifications from SCC
- Targeted platforms: PCs (Windows or MacOS), tablets (Android or iOS), smartphones (Android or iOS), a website (someone going to a web page and checking current information)
- The app should also allow you to subscribe/unsubscribe to Blackhawk Alerts text messaging service.
- Ability to subscribe/unsubscribe to Current Event Alerts - other alerts are mandatory!
- Alert "inbox" with the ability to see all alerts sent in the past 10 days and must be visible whether connected or disconnected from the internet.

- Alert "history" that will show the past 60 days' worth of alerts (visible connected or disconnected)
 - When a user reads an alert, it moves from inbox into history.
 - Users can delete / clear history as desired.

Business Benefits:

- International students may have issues with receiving texts due to various cellular providers. A mobile app would allow them to receive alerts wirelessly through push notifications.
- Improved student body engagement by providing timely information on school events they may be interested in.
- Safety – having redundancy through push notifications in the event text messages aren't going through
- Convenience – students wouldn't need to register in person to receive alerts and could agree to terms after installing the app.
- Reduction of manual intervention – if students graduate, transfer, or leave SCC, they can uninstall the app and have alerts stop w/o having to take additional action to prevent texts from coming to their phones.

Scope includes:

- Overall design of the system, as well as supporting design documentation.

Scope Excludes:

- Database implementation
- Application creation
- Implementation / deployment of solution