Emergency Notification System

Frequently Asked Questions

What is the Southwestern College Emergency Notification system, Regroup?
The Southwestern College Emergency Notification system is a way for the college to send voice, email, and text messages to you during an emergency or provide you with other time-sensitive and critical information. The College utilizes a service called **Regroup**.

How does the Regroup system obtain student and staff contact information?
If you are a student or an employee, the phone and email information in Colleague Self-Service is used to populate the Regroup database. To ensure the accuracy of the contact information, it is important that the information in Colleague Self-Service is up to date. Regroup provides an encrypted, online process to securely import Southwestern College's existing data into the College account in a secure and reliable manner.

How do I update my contact information if it is not correct?
Students, Staff and Faculty can update their contact information in Colleague Self-Service by logging in and clicking on **User Options**, **User Profile** and edit and/or confirm your Address/Email/Phone Number under the About You section.

Does Regroup share the school's information with anyone?
No. Regroup does not sell, lease, share, or rent personally identifiable information (names, addresses, phone numbers, etc.) to any companies or persons outside of Regroup or their service providers.

How does the Regroup for Higher Education notification service work?
The Regroup service combines the power of the Internet with the pervasiveness of the telephone. This service helps the College reach out to students and staff via:

- Voice messages to home phones and cell phones
- Text messages to cell phones, PDAs and other text-based devices
- Written messages to e-mail accounts

What will the text message look like on my phone?
The emergency text message will display on your cell phone as a 5- or 6-digit number (i.e., 31002). The emergency phone number will display as 619-421-6700, if you would like to store it in your phone contacts.

Am I required to receive emergency and safety texts on my phone?
We are required to inform you that you may opt out of receiving emergency messages via text message. However, considering such high-profile college campus emergencies such as the closing of the campus during the wildfires, we strongly recommend that you NOT opt out of these emergency text alerts.

How has the Regroup system been used?
The Regroup system has been used to communicate vital information when a critical situation has taken place. It is also used to issue alerts to campus members as outlined in the Clery Act. Eventually, Southwestern College will use the service for more routine communication, including communicating during the registration process and to alert students to important financial aid and/or payment deadlines.

How can the Regroup service reach thousands in minutes?
Regroup maintains access to tens of thousands of phone lines originating from multiple locations throughout the United States to ensure that its communications are delivered quickly and efficiently. Moreover, Regroup employs sophisticated call throttling logic to identify the proper schematics needed to deliver calls based upon whatever congestion the local telecommunications providers are experiencing at the moment calls are being attempted.
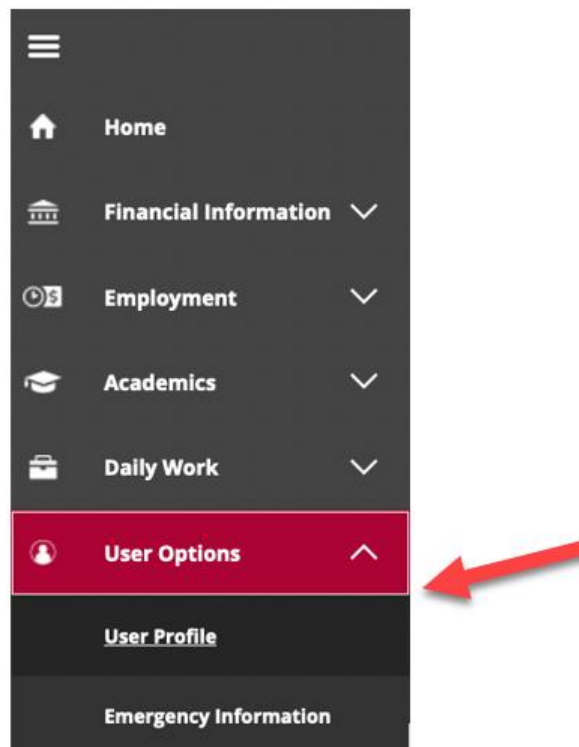
Ensure You Receive Emergency Notifications
Step-by-Step Instructions for Colleague Self-Service

1. Login into MySWC and click Colleague Self-Service.
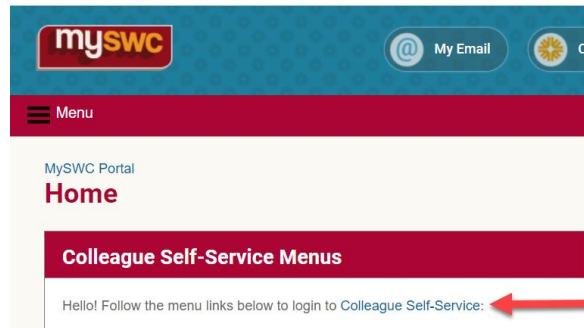
2. Click User Options, then User Profile.

3. Edit and confirm your Address/Email/Phone numbers.