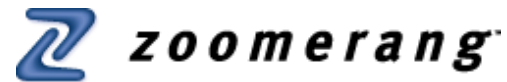


ShakeOut Survey

Results Overview



Date: 11/24/2008 8:09 AM PST

Responses: Completes

Filter: No filter applied

3. If there are, in your opinion, better ways to communicate emergency preparedness information, please indicate briefly your suggestions to improve communication.

#	Response
1	tv
2	the school did an excellent of preparing the faculty, staff and students.
3	There should be seminars for each division.
4	This was well heard by all and well orchestrated.
5	Have instructors announce it in class, and department chairs, managers, etc. announce it in meetings.
6	n/a
7	Personal contact from supervisors. A one-minute meeting or simply a drop-in conversation makes more of an impact than 10 e-mails.
8	Include flyers with paychecks
9	Assigned meeting places for each department so that in case of an emergency we can make sure our people are accounted for.
10	Both campus web cameras indicated wrong times--each off by several minutes. In an emergency accurate time information might be valuable.
11	I thought the information via emails and flyers was more than enough to keep staff informed of the event
12	'You can lead a horse to water, but you can't make him drink.'
13	Emphasize to all that the drills are preparedness for the real thing. I noticed many individuals walking around carrying coffee, standing in front of building, in front of cars. Also the P.A. system needs improvement.
14	Text message
15	Where we can get food storage and first aid supplies. Does the campus offer this in case we are stuck here?
16	Flyers that the department can hand out to students. Many students didn't seem to know what was going on or what to do.
17	Only that the repetition of the alert after the all clear should be eliminated!
18	Consider having Nursing Dept staff report to a triage area after the earthquake to be able to provide first aid/treatment.
19	Nope...you did fine!
20	was information emailed to the students.
21	Make more of an effort to make sure faculty and staff are educated (more earthquake workshops) who can then in turn inform students.
22	Require office level instruction on preparedness.
23	In my opinion the drill went well. The announcement was easily heard, I followed the duck, cover, hold, and the evacuation went well in our area. Our group did move back from our original location, but I still don't think it was 150 feet from the building.
24	Students aren't always receiving the procedural information that faculty are (the recommended action for various disaster scenarios). It would be helpful to control the masses if they know what is expected of them.
25	It would be nice if faculty & staff could have training on what to expect while waiting outside the building. In case of a severe earthquake people will be hurt. Will you have a command center identified? How can people assist others who are hurt?
26	Many students did not know anything about it. I don't know if or how they were given information
27	All of this was great. I was in the restroom when the announcement came and the music never cut off so you could not hear the announcement.
	I think better prepared materials should be posted in each of the classrooms. More for students to also be included in the

28	awareness, not just faculty.
29	Plaster notices all over the school, use phone messages, have speakers come to classes.
30	I think a text to all cell phones is best for students & an email to everyone else is good.
31	None that I can think of at the moment.
32	Not necessarily better, but additional: All CSUF employees must complete a mandatory basic safety training course. Perhaps a second basic training course, addressing issues of emergency preparedness, could also be offered and made mandatory (if such does not already exist -- I don't recall seeing one listed).
33	none, email is best
34	I hate getting a series of e-mails, each with a little bit of information or whatever. I'd rather get one message with what we're supposed to do, and maybe a few periodic reminders about an upcoming drill.
35	THEY WERE ADEQUATE
36	Many faculty do not read the many mass-email messages. Posters and information distributed through the college deans and department chairs would be better.
37	List of bullet points of key things that I can keep on my bulletin board at school, and refrigerator at home.
38	none
39	The volume of the announcement should be louder. In the mist of all the chaos, it was hard to hear. I even received a call on my home phone...very impressive!
40	It would ideal, if not idealistic, to require faculty to include information on evacuation in an emergency during first week of classes. This could be part of syllabus or an oral presentation.
41	A message left on my office phone would also have been helpful in addition to email.
42	Required seminars for all faculty/staff.
43	train physical plant management on how to organize a disaster response, even in practice they are a failure.
44	Placing signs,posters in classrooms and other staff/faculty locations.
45	Communication is good how about better use of people who have knowledge and experience not just those who think they have all the information.
46	Fix the alarm where I can hear it!!!!
47	no suggestions
48	My office was not aware of the exact time of the drill. We did not hear any loud speaker announcement and we did not evacuate.
49	E-mail information leading up to the event was done very well.
50	Building-specific training and information. The information presented did not assist the evacuation of students from MH. Students and faculty were confused about exit routes -- then we had to assemble far from the side of the structure where we were located. Need more drills with students. 4th floor evacuation extremely difficult with only 1 outside staircase. Students unclear about how to stay together as a group, or what to do. Accountability after? What should faculty be responsible for? Report missing students/colleagues to whom? No one was directing us upon exit from the building.
51	Someone should have told Aloha Java coffee shack to close down. Students remained sitting at ground zero around that area.
52	Within our division, our floor monitor could have communicated with us on the drill's details and what would be expected of us. We didn't receive any information from her.
53	I think the methods are fine, but the information was contradictory. Some information told us to get down along the side of a desk but then the most recent information said to get under the desks.
54	I thought everything was done very thoughtfully.
55	I am not sure you could have done more to communicate emergency preparedness. Very good job at distributing information.
56	The emergency TEXTING systems would be a good media pathway, however I understand that would create a psuedo spam situation.
57	Don't bombard us with information. Give us the resources only. The drill had no visible organization or leadership. Outside speakers were not heard in our area. What about people in wheelchairs who were supposed to wait in the hall for assistance, who was there to help them? It is apparent we are on our own based on this drill.
58	Putting this information on the campus bulletin. I had was unaware there was a Get Ready Rally and would have attended if I knew about it.
	Emergency information and the location of evacuation sites could be sent to student portals or printed on all course outlines.

59	Not all faculty relay this information to their students in the classroom. The feedback I received from students was that they didn't know where to go once they left their classroom and the building. What I saw were many students just standing right outside the building and not 150 feet away from it. Also it might be helpful to have one command center that everyone knew about and where it was located. If it's the Police Department or the Environmental Health and Safety Office or some other location, it would be helpful to know in case of a real emergency and medical attention is needed. If phones aren't working where would you go to get medical help. This information should be listed on the portals, on emails sent out to the campus employees, on student materials, etc.
60	I believe each division or department should have a meeting with human contact to stress the importance of knowing what to do. It has up to now appeared to be very impersonal for an event that will become very personal, when people are injured and need help. We all need to know visually, who the Building Captains are; who the floor monitors are; where specifically we are to meet in an emergency; basically, what part we all play in an emergency, up till now that has not been clearly defined. Information: like is there an emergency bag with supplies such as bandaids? Is there a gurny? And if there is where is it, who has it and what if that person is injured, who is the backup? Human nature is: people panic when information is limited; and people will already be in a panic mode. People are still wandering around in the parking lot lost, and have know idea who is in charge and if that person is not available who is the backup and where to specifically meet. If everyone is on the same page, same paragraph, same sentence, a real emergency will be handled much better. I still think information is very unclear at this point. Think of the Titanic except on land.
61	My opinion is not so much a suggestion for better emergency preparedness info, but I would like to let someone know that the blue tables on the UH third floor patio are moved around by students. Most are close to the shaded area, making it difficult for the students in those nearby classrooms to evacuate quickly. The pathway to the far stairway by the patio is difficult to get through if people are evacuating that area.
62	None
63	Communication to students
64	In the Parking Office, we were unaware the exact time the drill took place because we're not connected to the University's alarm system or innercomm system.
65	I believe, as is often the case on CSUF campus, the College of Engineering and Computer Science was neglected in the preparation. Our speaker system, which also did not function in the REAL earthquake, did not function in this drill.
66	I have heard talk that some classes were cancelled which indicates the instructor did not understand the importance of the drill. In addition, I spoke to students that were not instructed where to go during the drill, and many were next to tall buildings. I think it was a good start, but it seems there is a long way to go before students, staff, and faculty are comfortable with such a drill (or a real event). I think it would be a good idea if volunteers (like the building marshals) would have stop -sign like signs saying "Meet here" while standing as far as possible from the buildings. After people leave the buildings they seem to not know what to do.
67	I know of none.
68	I was very well informed, but I feel that the additional preparation that my division (IT) provided made it much easier. I knew exactly what was expected of me from my department/division during and after the drill.
69	dispatch over campus radio all trade personel, report to T100 lawn. call it a code Q or ?
70	make it so everyone doesn't think it's a joke
71	A streaming video to watch would have been good.
72	Superiors should announce and review procedures with staff prior to the drill.
73	Departmental meetings for those that do not have computer access or the time during work to access the email.
74	I would suggest adding how the drill will be held--intercom notification (including building names), drill then evacuation
75	Using the management chain (Deans, Chairs, administrative assistants). The day before the drill neither my chair or my dean, nor university police could tell me if the building drill simulations would involve evacuations. Around 3:00 or so we finally received an email stating so (I believe in response to my inquiries). Last, the drill should have been coordinated with the statewide drill at 10AM instead of at 9:30 (but I could understand reasons for doing this at 9:30).
76	STOP DOING THIS CRAP AND KEEP PEOPLE ALWAYS IN FEAR. NOTHING EVER WILL PREPARE YOU OR US OR ANYONE IN RESPECT TO A BIG POWERFUL EARTHQUAKE. SO STOP STOP STOP THIS CRAP, AND WASTING EVERYBODY'S TIME.
77	no
78	voice mail message, flyer, posters
79	Perhaps individual departments could be encouraged to get classroom/building tips specific to their faculty members to prepare them.
80	i think you did a wonderful job! the extended Education building marshals were terrific.
81	I THINK THAT E-MAIL IS A GREAT WAY TO COMMUNICATE
82	Ongoing preparation and periodic reminders should be an essential part of the program.
83	I know that this was only a drill but if it was the real thing does the campus have food and water? Where is it?

84	Texting
85	I told my students to follow the emergency evacuation map located on the wall in my classroom. However, geology people told them to go the opposite direction, which, in my opinion, was not as quick and may have been the more dangerous route. Are these classroom maps current? Should they have been followed? Obviously, in an actual emergency, we may have to do what we can to evacuate, but I think there should have been some kind of consensus between the posted evacuation route and the forced evacuation route of November 13 drill.
86	text messages, and calling cell phones
87	Keep the information coming
88	n/a
89	I think more effort needs to be made to instructors as to what is expected from them during a drill/emergency. Many instructors do not know evacuation routes, assembly areas on campus, etc. and so leave their students confused when these things happen. I think it would be a good idea to make instructors practice an actual drill at the beginning of the term with each of their classes, identify and emergency assembly place for that class, and give roles to groups of students in the class such as evacuation leaders etc. while the instructor closes down the classroom and makes sure all students are out of the building. Lastly, I think it should be expected that instructors have to take role again at the assembly spot to make sure all students are accounted for. They might want to communicate this info with the emergency team and report any injuries etc. to those in charge. The school should figure out a way to have bare-bones evacuation kits in each classroom with small glowsticks or flashlights for students (lighting might go out), a bright flag with extendable stick (usually a \$1-2 dollars at a discount hardware store) or pennant with the room # on it so students who get separated from the class can quickly find the group, and alcohol swabs, bandages, gauze, in case there are any injuries that can be quickly tended to. These are all commonly things done in high school evav. drills. Granted CSUF is larger in scale, but this makes the importance of good-organizing that much more important.
90	online streaming video
91	leaving a v/m
92	It would be great if someone from each Dept could have visited classrooms and gave them a brief 5 min. talk on preparedness.
93	I think there could have been more press/media involved with the shakeout rally to get more people to attend. The rally was really informative and I think as many people as possible should have been encouraged to attend.
94	How about some monitors like in the airport for each building main entrance?
95	It needs to be distributed at the college/department level.
96	Class/departmental presentations
97	Require departments to have a 1 hour training session with a university administrator who is focused on getting faculty and staff ready to meet the emergency.
98	Seemed pretty good, to me
99	An article in the Daily Titan the day before would have been a great review for everyone - and a last minute announcement for those who were still uninformed. That article (and an email would be another avenue) needs to detail the steps we all need to take immediately and then the following steps. (duck & cover/hold on, then evacuate).
100	email is great
101	Email is great, as well as information on the campus bulletin board.
102	NA
103	Announcement at faculty meetings, fliers. My e-mail was held up so I received notice one-day before.
104	a quick bullet point list of "Instructors: Here Are Your Responsibilities for Student Safety" would help
105	It was nice to have instructions during our drill.
106	Add - Campus Radio "Recall Announcement" e.g. "All Campus Personnel, report immediately to your Emergency Staging Area"
107	I think the information through cell phone text messages could be enhanced. All of my information is up to date, and I did not receive any information through my text message.
108	I think employees were informed but students seemed out of the loop.
109	I think they communicated the information fine.
110	E-mail is the most effective for me. I also read about it in Campus Bulletin.
111	Building Marshall's should also communicate info to his or her own department

112	It would have been helpful as a faculty member to know exactly when the drill was going to take place so we could plan our classes accordingly.
113	I know you're looking for comments for #3 but there's nowhere else to say this! #4 is a bit misleading...I checked no because I already had supplies and such ready.
114	Intercampus messages are alright with our faculty/staff/students in our department.
115	Information should be provided on an annual basis to all departments on campus via emails and trainings. HR should include this preparedness information when new employees attend orientations. Each department should prepare its own staff to go through possible scenarios in respect to their working environment.
116	I didn't see much info. I was surprised about that b/c I knew it was coming up but didn't receive anything in November until the day before.
117	School and department leadership, i.e. department chairs informing faculty, etc.

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