

## SDCCD Emergency Communication Test

September 21, 2012

Testing included posting an Emergency Test message on the District and Campus web sites (using the District’s Emergency Web message application) and sending out both Email and Text messages via the County’s Emergency Communications System. The test duration was 1 hour starting at 11:00am.

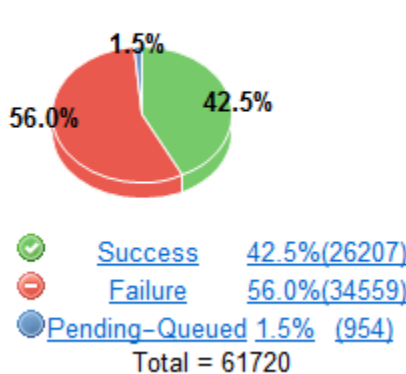
**Total Contact Records** = **61,720** (57,486 students / 2,456 faculty / 1,778 staff)  
**Txt/Cell entries** = **31,392** (29,417 students / 1,047 faculty / 928 staff)  
**Email Addresses** = **56,222** (52,132 students / 2,406 faculty / 1,684 staff)

### Text Results:

30,163 of the SDCCD Txt/Cell entries were recognized by the County’s system as valid phone numbers. **As of 1:30pm** the County system shows successful delivery to **26,207 (86.9%** of the “valid” phone numbers) and 954 still queued up for delivery with a carrier. The status of those will move either into Success or Failure depending upon how the carrier handles the calls. See the last page for descriptions of the Status Results.

**Text messages were all sent from the County system by 11:20am with 25,744 (85.3%) successful at that time.**

### **Attempt #2 - Text Message/Page to Cell** **Message: Full Test Created on 2012-09-21 at 10:54**



Result	Status	Count	%
<a href="#">Delivered Successfully</a>	✔	<a href="#">26207</a>	<a href="#">42.5%</a>
<a href="#">Unable to Deliver</a>	✘	<a href="#">1176</a>	<a href="#">1.9%</a>
<a href="#">Queued with Carrier for Delivery</a>	●	<a href="#">954</a>	<a href="#">1.5%</a>
<a href="#">Unknown Carrier</a>	✘	<a href="#">908</a>	<a href="#">1.5%</a>
<a href="#">Account Restriction</a>	✘	<a href="#">902</a>	<a href="#">1.5%</a>
<a href="#">Opt Out</a>	✘	<a href="#">16</a>	<a href="#">0.0%</a>
<a href="#">Missing/Invalid Contact Number</a>	✘	<a href="#">31557</a>	<a href="#">51.1%</a>
<b>Total Results:</b>			<b><a href="#">61720</a></b>

Result	Status	Count	%
Delivered Successfully	<b>Success</b>	<b>26207</b>	<b>86.9%</b>
Unable to Deliver	Failure	1176	3.9%
Queued with Carrier for Delivery	Pending Queued	954	3.2%
Unknown Carrier	Failure	908	3.0%
Account Restriction	Failure	902	3.0%
Opt Out	Failure	16	0.1%
Total		30,163	100.0%

### Txt Message

TEST—This is ONLY A TEST from the San Diego Community College District. In a real emergency, you would be directed to the college, CE, and district websites.

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September 21, 2012

## Email Results:

56,220 of the SDCCD Email entries were recognized by the County's system as valid email addresses. All of those (91.1% of all records), were successfully delivered during the 1 hour test.

11:15am – 4,943 successfully delivered

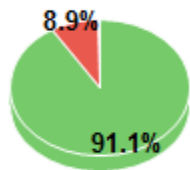
11:30am – 16,466 successfully delivered

11:45am – 36,083 successfully delivered

12:01pm – 56,220 successfully delivered

### **Attempt #1 - Email to Email**

**Message: Full Test Created on 2012-09-21 at 10:54**



Result	Status	Count	%
<a href="#">Delivered Successfully</a>	✓	<a href="#">56220</a>	<a href="#">91.1%</a>
<a href="#">No Address Specified</a>	✗	<a href="#">5500</a>	<a href="#">8.9%</a>

**Total Results:** [61720](#)

✓ [Success](#) [91.1%](#) ([56220](#))

✗ [Failure](#) [8.9%](#) ([5500](#))

Total = 61720

## Email Message

From: SDCCD\_Alert@sdccd.edu

Subject: Test Message from City, Mesa, Miramar, and Continuing Education

Body:

This is a TEST message from the San Diego Community College District. In the event of a real emergency, you would be directed to the college, Continuing Education, and district websites for up-to-date information.