

Code Maroon Test Survey, November 2014

Executive Summary

Sample:

A random sample of 4000 respondents was drawn from the population of Code Maroon recipients. Respondents were sent an email invitation to take part in an online survey following the Code Maroon test of November 14, 2014.

Responses were received from 494 individuals. The responses have a margin of error of $\pm 1\%$.

Results:

1. 97% of respondents received the Code Maroon text message on Friday, November 14.
2. 12 respondents (2.4%) did not receive the Code Maroon message.
3. 1 respondent received the Code Maroon message on Monday, November 17.
4. 90% of received messages were received within 5 minutes after being sent.

Respondents' Comments

- all good man
- Always worked well for me. I get the updates within minutes of the send time.
- Appreciate Code Maroon as an early warning system
- As far as I can tell the system is handling the load in fast and efficient manner.

Two thumbs up

- At this point, I don't remember what time I received the code maroon message - the time I entered is a guess.
- Awesome
- Gives quality information in a timely manner
- Glad we have it, don't think all students on campus are using it and they should be!
- good to have
- Great system so far. I would consider adding other options such as phone call or area based iOS (Apple) alerts
- I'd prefer that the acknowledgement for the desktop alert not open up in IE - can it not be set to open up in the default browser?
- I'm constantly getting texts from the Code Maroon, but I always hear about it on the news before I actually get the text.

- I also heard the speaker system.
- I am happy to have it. It really alerts you to dangers on or near campus and it is not overdone.
- I am usually the last person in my office that receives a text message. Luckily I usually receive the tweet first.
- I don't like the app we tried. SMS works just fine.
- I do not remember the exact minute I got the text. I deleted the message after I read it was a test. I like getting the Code Maroon texts on my phone. It's good to know when something is going on.
- I feel the the cell phone text is very slow. I had already received the message on my computer
- I find it to be very helpful.
- I got the desktop notification at 12:30. Shortly after, I got a text notification through twitter at 12:35. I didn't get the regular text notification until 12:56. I kept both regular SMS and the twitter b/c there have been Code Maroon's where I never got a notification from one of them (but it isn't consistently the same account).
- I HATE that the only option on the desktop application is Acknowledge and Show More. That is ridiculous for the test and not really useful even in a true emergency.
- I have disconnected the wireless phone service on the number registered with Code Maroon.
- I like being notified of what is going on. GREAT system.
- I noticed my alert came in several minutes after my co-workers alerts.
- I often times don't receive code maroons when I feel like I should. For example, when South Side Garage was on fire. And when a student consumed chemicals near Rudder fountain.
- I pay less attention to real alerts because I receive so many test alerts.
- I really enjoy the code maroon service.
- I received the test relatively quickly, but I get actual alerts at least 10-15 minutes after the issue was said to be reported.
- I receive the emails before the text messages most of the time.
- Is this info for Texas A&M Corpus Christi or College Station
- It's a great service and I'm glad we have it!
- It's cool.
- It's very speedy and effective.
- It appears to work great for me. I haven't noticed any issues with the system.
- I think it is very useful and beneficial to students on and off campus.
- I think the code maroon system is wonderful and very helpful!
- It is annoying that I must open a test rather than just delete it. I understand opening a true code maroon but I get the code maroon on my phone and computer. It requires that I open it before I can delete it.
- it is very prompt and alerts everyone immediately if any emergencies arise
- It make s a big differance for emergencies
- its a great idea
- It seems great!

- It sometimes takes around 10 minutes to get the text.
- It works
- It works well:)
- I used to receive the message by email and text but now I only receive it by text. I would like to also receive it by email again.
- I was abroad and my cell phone was turned off.
- I was sitting in Harrington when I heard the overhead speaker alarm. There was quite a delay before it was sent to my phone.
- Keep the good work guys
- Like the system. Gives timely, informative information during emergencies.
- Love it!
- Love the system. Would be glad to see that delivery time to my phone increase.
- Messages are not always timely.
- N/A
- n/a
- N/A
- need to get text messages @ 979-255-4777
- no comments - appreciate getting alerts
- None
- none
- None
- None
- No problems at all
- On occasion there is quite a delay between when I receive Code Maroon warnings via e-mail and when they eventually arrive on my cell phone. That is a cause for concern when gas leaks, chemical spills, or active acts of violence are occurring.
- PLEASE! Please keep this system.
- Please send out more code maroons that cancel class
- Quick notification of incident and it's progress of being cleared.
- Repeated Code Maroons about the same thing - but "continuing to monitor" wear me out. Just tell me when it's over.
- Seems to be working. Keep up the good work!
- sometimes I feel like the sms messages lag which worries me as a president over 250 people and someone who is responsible for making sure they are safe in the case of an emergency.
- sometimes messages are slow but I appreciate the service.
- ssg has been closed twice this year, but no message was sent out
- Stop sending me emails
- survey link insists on time - remembering 12:37 but this text mssg is no longer on my phone so ???
- Teachers seem to disregard it
- text messages are good

- The Code Maroon system seems to be very helpful. It is nice to know if anything is going on at campus that we as students should be concerned about and watch out for. Thank you for implementing such a great method of mass communication!
- The latest I have actually received alerts is about 15 minutes after the message was originally sent.
- There were other events, gas leak at West Camous, that I feel we should have been informed about.
- These are getting faster, but for good measure I have the twitter account text me and that is immediate.
- The text message feature is very helpful. without it, I'd get the messages too late.
- this is very effective. NOTE: I deleted my text msg from Code Maroon so the time received is estimated.
- this time was a guess, I was out of town (Austin) so I did not notice it at the time....
- Use it to announce when we have silver taps!
- Very effective.
- Very helpful
- We want more info. Sometimes there's things happening on campus and we've no idea what's going on. We don't know whether to worry or whether to disregard. We'd rather get more info than less.
- When emergencies do happen, I don't think all of the updates are necessary. An initial incident and an all clear would suffice.
- With the ability to receive an instant message from the university on emergency situations is a vital resource in protecting the students and staff. Information is key to anything and key to safety on campus.
- works great
- Works great.