



Strengthening Safety with Unparalleled Communication and Support

Alerting, Top-Tier Support

Life Outside an Airforce Base

At our school, we take pride in serving our military families and recognize that there may be unique challenges for students who have experienced frequent mobility. However, we view this as an opportunity to support these students and their families with a great partnership that spans from the top down. In fact, approximately 25% of our students have a connection to the military, and we are dedicated to providing them with the education they deserve. Despite the considerations that come with this demographic, we view this partnership as a positive and are proud to serve our military community.



Customer Profile

Bellevue Public Schools, located in Bellevue, Nebraska, is a district that operates 15 elementary schools, three middle schools, and two high schools, serving approximately 10,000 students. The district is proud to provide education to the majority of Bellevue and almost all of Offutt Air Force Base, a testament to their dedication to serving military families.

Industry: Pre K-12 Education

Region: Bellevue, NE

Total Schools: 20

Total Students: 10,000

Customer Since: 2015

Utilizing CrisisGo for 7 Years

I joined the district 7 years ago as an assistant principal, and that summer we brought in CrisisGo to improve safety. As part of my job, I was responsible for building a safe environment at the middle school where I was working, so I got hands-on experience with CrisisGo as a manager. Fast forward 3 years, I moved into a new role where CrisisGo was rolled out district-wide and became a go-to tool for all the facilitators.



Enabling Immediate Alerts for All Staff

What really caught people's attention with CrisisGo is the ability to immediately communicate during a crisis. It's unmatched when it comes to getting an alert out quickly. The thing is, you never know where you're going to be in a building or district during an emergency, so it's important to have a way to send alerts no matter where you are.

We've even had situations where we initiated an alert before the district even had a chance to weigh in, and that's a good thing because it means we can get help to people faster. The increased communication has been exceptional, and if I had to sum it up in a short elevator pitch, I'd say **we use CrisisGo to increase our ability to communicate in a timely fashion.**

One of the early barriers we faced was the fact that having work or school-related apps on personal devices was a bit of a paradigm shift. People weren't sure if they wanted something like that on their personal device. However, CrisisGo did a great job of debunking myths like it draining a ton of battery or taking up a ton of memory. Overall, the increased communication during a crisis has been the biggest benefit.

We're an iPad one-to-one district, and every teacher gets a MacBook Air, so CrisisGo is installed on those devices. We ask that everyone have it on a school-related device, but I've noticed that when I present at buildings, way more people have it on their personal device than their school device.

The benefit of CrisisGo has undoubtedly been the communication piece.

Implementation Made Easy

One of the biggest challenges was just getting used to something new. In our district, we have 22 buildings and programs, so it was a big shift from the old days when you would sound the bell and take attendance with a folder. But I have to give credit to our leaders, teachers, and support staff because they did a great job adapting to the new system. Now, after 7 years, our comfort level with CrisisGo is very high.



Support that Stands Out from the Rest

Transparent communication is key for us, especially when it comes to drills.

When I started in this role 4 years ago, I had a lot of goals, and one of them was to take a closer look at different crisis apps available out there. It wasn't that I doubted CrisisGo, but I wanted to be sure that we were using the best option available.

So, I attended some webinars and tutorials with other companies, but after considering our staff's comfort level with CrisisGo and the level of support we were receiving, **it was clear that sticking with CrisisGo was the best decision. We're really happy we made that choice.**

The Impact of CrisisGo on Teachers, Students, Parents, and SROs

The way we use CrisisGo has a big impact on our leadership, teachers, and SROs. All of our building administrators are managers within the system, as well as other staff members and SROs. This not only improves communication from the district to the building, but also within the building itself.

Before we started using CrisisGo, principals had to rely on walkie-talkies or PA systems to communicate with staff during a crisis. But now, they can sound an alert immediately if they see or hear something suspicious, which has greatly increased our ability for timely communication.

This has also unintentionally improved communication with parents. Whenever we use a standard response protocol like hold, secure, lockdown, shelter, or evacuate, we also use CrisisGo to get a head start on communication out to the parents. By processing the alert through the CrisisGo app, our communication director gets a head start on communicating with parents.

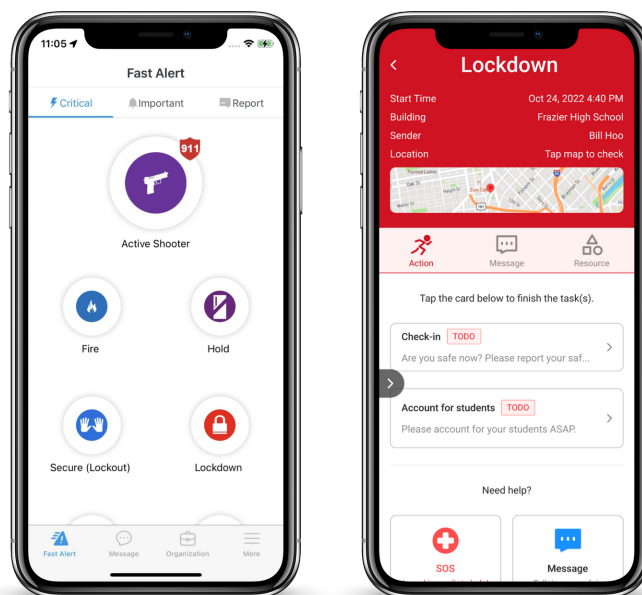
For example, we had a hold at one of our buildings, and **within about four minutes of the assistant principal sending the hold alert, we had already sent a communication out to parents.** So even though parents aren't directly affected by the use of CrisisGo, they benefit indirectly because we can share information more quickly with them thanks to improved communication in the district. We've been really happy with the way that we've decided to utilize CrisisGo, It's really what we were looking for.

The Highlights

There's no denying the huge benefit we've gained in our ability to communicate effectively. The speed at which we can get information out has really improved too. **The support we get is top-notch;** whenever I've needed anything, I usually get a response from the support team within an hour or so, which is really reassuring. When you're responsible for 10,000 students and 22 buildings, you've got a lot of people depending on you to make things work, so having that kind of support is a real game-changer.

An Intuitive UI

I really like how simple the CrisisGo mobile app is to use... it's really easy to navigate. Of course, everyone's comfort level with technology is different, but I hardly get any questions about the app being too complicated.



Building a Safety Culture with CrisisGo

It's really important to note that we've always had a strong emphasis on safety within our district. Our superintendent is a big advocate and has always made it a top priority. What's really encouraging is that we now have a tool like CrisisGo that has improved communication around safety. Our safety team can make informed decisions that take into account the capabilities of CrisisGo.

For instance, we recently had a situation at one of our elementary schools where both the principal and lead teacher were absent, and we had to figure out who could step up as additional managers in the building. CrisisGo has not only improved communication, but has also helped streamline our overall process when it comes to practicing safety drills and preparing for potential crises.



Final Thoughts From Rodney

I can say, without a doubt, that our communication around safety has greatly improved since implementing CrisisGo. Whether it's during drills or in the event of an actual crisis, we're able to communicate more effectively.

I know sometimes people can be hesitant about taking on a big project like this because they're unsure about the level of support they'll receive, but in the 4 years I've been in this role, **I've never had to worry about that with CrisisGo. They've always provided great support.**