**FREQUENTLY ASKED QUESTIONS FOR STUDENTS**

1. Why is my emergency contact information required?

   ECU is committed to providing an educational climate that is conducive to the personal and professional development of every individual. With approximately 30,000 students, ECU knows that critical incidents occur and, when these crises arise, they can have a significant effect on the entire campus community and must be addressed in a timely manner.

2. Why is my cell phone number required?

   ECU is committed to ensuring students are notified quickly and effectively regarding urgent communication. Critical information may be sent to students via text messaging (Normal data rates will apply). Students will have the ability to opt out of text messages. This information is kept strictly confidential and shared only with ECU personnel who are authorized to access the system - it will *never* be shared with a third party.

3. Why is my local address required?

   ECU works in partnership with emergency personnel to perform a wellness check when a student's life or safety is believed to be at risk. This information will be kept strictly confidential and will only be used when there is concern for a student's life or their safety.

4. When is a time ECU will reach out to my emergency contact?

   The university will notify the emergency contact when a student's life or safety is believed to be at risk.

5. How often do I have to update my personal contact information?

   It is imperative that your emergency contact details, cell phone number, and local address are current. Students are advised to update these details whenever any changes are made to ensure ECU has the most current and most accurate information. Students will be required to review their personal information each semester and perform updates, if needed.

   To edit your personal contact information, visit pirateport.ecu.edu and select the "My Information" portal. Click on 'Personal Information' and scroll down to the appropriate section.

Click the pencil icon to perform edits/updates or select the trash bin icon to delete an old contact.

6. Is this like the ECU Alert system?

   ECU Alert is used when critical information needs to be sent to the entire ECU campus community.  Emergency contact information is specific to each individual student and will only be used when the student's life or safety is of immediate concern.

7. If I have a conduct issue or an academic issue (i.e., poor attendance, failing grade) will ECU notify my emergency contact?

   No.  ECU will only notify an emergency contact when the student's life or safety is of immediate concern.

8. Will ECU share my personal contact information?

   This information is kept strictly confidential and shared only with ECU personnel who are authorized to access the system.  This information will never be shared with a third party.  Your emergency contact or local address will be used only in an emergency where the student's life or safety are of concern.  Cell phone numbers will only be used to communicate urgent university information.

9. Do I have to list my parent or legal guardian as my emergency contact?

   For many students, the emergency contact is likely to be a parent or guardian; however, it may also be a sister, brother, spouse, partner, another relative or a friend.  Students can list the person of their choice to be their emergency contact; it does not have to be their next of kin. Carefully consider who you select and be sure to let the person know that they are your point of contact for ECU in the event you are involved in an emergency situation.

   **Resources for Emergencies & Critical Incidents**

   ECU Alert Information

   ECU Police Department

   Office of Environmental Health & Safety