

General Crisis**Emergency (fire)** Do not hesitate to evacuate.

- If the fire alarm activates: immediately evacuate your class via the closest safe exit. Sometimes the east and west stairwells are best to avoid congestion at the central stairway.
- Ensure all class occupants are assembled in the northeast corner of the east parking lot.
- If you notice a fire situation and the alarms are not activated... immediately evacuate your class...
- Activate the nearest fire alarm pull station.
- Call 911 from a UNM phone from a safe location. Call 277-2241 from a cell phone.

Emergency (medical)

- Isolate or protect the injured person as best as possible and call 911 (or 277-2241 from a cell phone).
- Standby outside to direct medical personnel to the location of the injured person.

Emergency (bomb threat) Follow instructions on the yellow bomb threat card.

- The yellow bomb threat card should be posted in every classroom.
- NOTE- **DO NOT** use the fire alarms for evacuation. Evacuation will be done verbally.
- If you are notified during class of the need to evacuate. **DO NOT** hesitate or turn anything on or off.

Class Problems

Examples include: students are waiting for a class but no instructor is around; an instructor is ill and not able to teach; the instructor is ready to teach but there are no students or books.

- Call your Program Supervisor.
- If you do not reach your supervisor, call the front desk at 925-9562.
- For evenings and weekends, also call the Building Technician at 239-7322.

Security Alarm Ringing

- If you inadvertently set off the security alarm, immediately punch in the security code. If you do not have the security code, call the Building Technician at 239-7322 and then notify the Campus Police at 277-2241 to let them know it is a false alarm.

Building or Classroom Locked

- If the south or north building/classrooms are locked, call the Building Technician at 239-7322.

Hardware/Software Crises/Troubleshooting

The following procedures should be used when you encounter a hardware or software crisis.

Level 1: Immediate Crises

- Call Sunghee Lee at 277-6438 or 702-1307.
- If no response within 5 minutes, contact the office at 925-9562.
- Also, submit a Troubleshooting Report online at <http://cesupport.unm.edu>.

Level 2: Need for next class

- Submit a Troubleshooting Report online at <http://cesupport.unm.edu>.
- Call Sunghee Lee at 277-6438. If no answer, leave a message.

Level 3: Irritating Problem or “Nice to Have”

You would like something fixed or changed for future classes. (This includes installation of software that you want for a future class.)

- Complete a Troubleshooting Report online at <http://cesupport.unm.edu>.
- Contact your Program Supervisor.