

Major Campus Issues

For urgent campus issues, campus will likely receive communication via emergency alert system and social media, among other methods, to ensure messaging is received quickly.

Type of Issue	Who Provides Information	Who Receives Information	Who Sends Communication
Power outage across campus <i>In the event of a full outage (blackout) on campus</i>	Director, Physical Plant <i>Ryan Olszewski</i>	CFO CERT Chair Director, Communications <i>Nancy Rubin</i> <i>Liz Okuma</i> <i>Phil Eaves</i>	Director, Communications Director, Strat. Marketing & Media Relations <i>Phil Eaves</i> <i>Jenelle Bayus</i>
Internet outage across campus <i>Any disruption in internet service impacting the entire campus</i>	Executive Director, IT <i>Pete Mahoney</i>	CFO Director, Communications <i>Nancy Rubin</i> <i>Phil Eaves</i>	Director, Communications Director, Strat. Marketing & Media Relations <i>Phil Eaves</i> <i>Jenelle Bayus</i>
Major winter storm <i>For any winter weather severely impacting conditions on or around campus</i>	Director, Physical Plant <i>Ryan Olszewski</i>	CFO CERT Chair Director, Communications <i>Nancy Rubin</i> <i>Liz Okuma</i> <i>Phil Eaves</i>	Director, Communications Director, Strat. Marketing & Media Relations <i>Phil Eaves</i> <i>Jenelle Bayus</i>
Other major campus-wide issues <i>Any issues that cause a disruption in service and/or close campus buildings</i>	Director, Physical Plant <i>Ryan Olszewski</i>	CFO CERT Chair Director, Communications <i>Nancy Rubin</i> <i>Liz Okuma</i> <i>Phil Eaves</i>	Director, Communications Director, Strat. Marketing & Media Relations <i>Phil Eaves</i> <i>Jenelle Bayus</i>

Specific Issues

For localized or slightly less urgent issues, messaging will likely be sent via email, though other methods are possible.

Type of Issue	Who Provides Information	Who Receives Information	Who Sends Communication
Power outage affecting an area(s) <i>In the event of a localized outage impacting specific buildings or areas of campus</i>	Director, Physical Plant <i>Ryan Olszewski</i>	CFO Director, Communications Area manager(s) <i>Nancy Rubin</i> <i>Phil Eaves</i>	Director, Communications <i>Phil Eaves</i>
Internet outage affecting an area(s) <i>A disruption in internet service in a specific building or area of campus</i>	Executive Director, IT or IT staff member <i>Pete Mahoney</i>	CFO Area manager(s) <i>Nancy Rubin</i>	Executive Director, IT or IT staff member <i>Pete Mahoney</i>
Situation impacting multiple areas/offices <i>For special situations in which several smaller incidents occur at once, possibly linked by events</i>	Impacted managers	CFO Director, Communications Area manager(s) <i>Nancy Rubin</i> <i>Phil Eaves</i>	Director, Communications (combines information to avoid multiple emails on related issues) <i>Phil Eaves</i>

Type of Issue	Who Provides Information	Who Receives Information	Who Sends Communication
Department changes or updates <i>If an office has a particular change in staffing, services, location, etc. that campus should be made aware of</i>	Department Manager		Department Manager - Director (Director, Communications can assist)
Dining service change <i>Any changes in food service, hours of operation, etc. that campus should be made aware of</i>	Resident Director, AVI <i>Gina Toppin</i>		Resident Director, AVI (Director, Communications can assist) <i>Gina Toppin</i>
Dining space shutdown <i>If the Dining Hall or Bistro hours of operation are significantly reduced or spaces are closed</i>	Resident Director, AVI <i>Gina Toppin</i>	Director, Communications <i>Phil Eaves</i>	Director, Communications <i>Phil Eaves</i>
IT maintenance (Banner) <i>When IT platforms (e.g., Banner) are unavailable due to maintenance</i>	Executive Director, IT or IT staff member <i>Pete Mahoney</i>	CFO <i>Nancy Rubin</i>	Executive Director, IT or IT staff member <i>Pete Mahoney</i>

Other Issues
For less urgent and time sensitive issues, other regular methods of communication are available.

Type of Issue	Who Provides Information	Who Receives Information	Who Sends Communication
Hiram Highlights <i>Weekly campus newsletter with notices of campus events, announcements, news and accomplishments</i>	Point person for event, announcement or news Submit online: bit.ly/3AVEjr6	Director, Communications <i>Phil Eaves</i>	Director, Communications <i>Phil Eaves</i>
Campus Events <i>For notices to campus regarding scheduled events or programs</i>	Point person for event		Point person for event (Consider including notice in Hiram Highlights to reduce volume of all-campus emails)
SMS Chatbot <i>Text message system to students for friendly reminders of events, resources, dates, etc.</i>	Department Manager or assigned point person	Director, Communications <i>Phil Eaves</i>	Director, Communications <i>Phil Eaves</i>

Position	Name	Phone Number	Email Address
Director of Physical Plant/ABM Account Manager	Ryan Olszewski	330.646.5774	ryan.olszewski@abm.com
VP, Business and Finance/CFO	Nancy Rubin	330.569.5106	rubinng@hiram.edu
Senior VP and Dean of Students/CERT Chair	Liz Okuma	330.569.5950	okumaem@hiram.edu
Director, Communications	Phil Eaves	330.569.5103	eavespj@hiram.edu
Director, Strategic Marketing & Media Relations	Jenelle Bayus	330.569.5287	bayusj1@hiram.edu
Executive Director, IT	Pete Mahoney	330.569.5416	mahoneype@hiram.edu
AVI Resident Director	Gina Toppin	330.328.9233	toppingl@hiram.edu