



West Georgia Technical College Takes Campus Safety Seriously and Saves Lives Because of It

West Georgia Technical College serves nearly 10,000 students across five main and four satellite campuses. These campuses span seven counties in western Georgia, creating a nearly two-hour drive from the northernmost to the southernmost campus. The facilities include a mix of modern and historical buildings, such as a former World War II-era bomb manufacturing plant with lead-lined roofs. These geographical and structural differences presents unique challenges in communication and safety management. WGTC employs about 600 faculty and staff, including adjuncts, and operates its own certified police department through the state of Georgia.

WGTC has specific safety concerns as a rural college. While they do not have to account for a substantial amount of vehicle or pedestrian traffic, as an urban campus would, they do have to monitor the exteriors of their many buildings and the surrounding outdoor areas across an expansive campus. "The faster you can know what's going on outside your buildings, the better you can control what goes on on the inside," shares James Perry, Chief of Police for West Georgia Technical College.

West Georgia Technical College takes a holistic, multi-layered approach to safety on their campuses. This includes:

- **CrisisAlert™ Wearable Panic Buttons:** Allows all faculty and staff to request help during an emergency and works when transitioning between campuses.
- **Police Presence:** Officers stationed at all main campuses, covering operations from 7 am to 10 pm.
- **Safety Team:** Designated safety team members available to relay important information.
- **Extensive Surveillance:** Over 600 cameras that provide visibility across campuses.
- **Regular Safety Meetings:** Frequent reviews and discussions to assess and improve safety measures.
- **Visitor Management:** New policies that require visitors to check in with campus police and wear badges, enhancing control and monitoring.



"Our response time has been in the seconds, not in the minutes. And it's been fantastic for us."

James Perry, Chief of Police at West Georgia Technical College and CENTEGIX customer since 2021

Customer Highlight

01

West Georgia Technical College takes a holistic, multi-layered approach to safety on their campuses that includes wearable panic buttons, a regular police presence, a safety team and regular safety meetings, extensive surveillance, and a visitor management policy.

02

Initially, some faculty and staff were skeptical about the CrisisAlert system. However, real-time, unplanned tests and the response to unexpected emergencies helped convert skeptics into believers, spreading positive word-of-mouth among the staff.

03

WGTC has experienced numerous medical emergencies where the CrisisAlert system proved invaluable, including an incident where a staff member fell ill and became incapacitated in her office. With her CrisisAlert badge, she was able to request help before losing consciousness.



I made a phone call and the response was fantastic. We knew within a couple weeks we wanted to deal with CENTEGIX. So it was a great fit and we've had great results with it and excellent customer service. I've got to tell you, it's the best customer service of anybody that we deal with.

James Perry, Chief of Police at West Georgia Technical College

WGTC is continually seeking to enhance campus safety. In addition to these established efforts, near term enhancements include access control technology and robust digital mapping services for improved situational awareness and coordination with first responders.

‘They Believe Now’—Positive Experiences have Proven CrisisAlert’s Effectiveness

Initially, some faculty and staff were skeptical about the CrisisAlert system, with concerns about its effectiveness given the age and composition of some of the buildings on campus. A learning curve and hesitancy in usage were noted, but ongoing use and training have provided familiarity and comfort with the system. “I guess you could call it a learning curve, of getting past the hesitancy with some people,” Chief Perry mentioned. Some doubted the system’s effectiveness, saying, “I just don’t know that it’ll work. I don’t believe it.” However, real-time, unplanned tests demonstrated its reliability. For example, during a demonstration between Chief Perry and faculty in a hallway with poor cell service, CrisisAlert notified responders in just seconds, convincing the skeptical staff member. “I reached over and hit [my CrisisAlert badge] and in less than two seconds, my phone was blaring,” said Chief Perry. “One of the other officers called me on the radio. ‘Are you okay?’ **And [the staff member] looked at me and said, ‘Wow, we’re convinced.’**” These successful

demonstrations helped convert skeptics into believers, spreading positive word-of-mouth among the staff.

Staff members now use the system confidently, with positive feedback and

successful usage in emergencies.

Not only that, but WGTC has faced incidents where escapees from nearby jails have caused campus lockdowns. One incident in particular occurred at their Carroll campus when an inmate escaped from the nearby county jail and ran directly into the middle of the campus. This situation required an immediate lockdown to ensure the safety of students, faculty, and staff. Another similar incident in Troup County also prompted a lockdown due to a prisoner escape.

In another incident, WGTC had to implement a soft lockdown across all campuses for an entire day. The precautionary measure taken that day reflects the college’s proactive and cautious approach to potential threats. The decision to enforce a campus-wide soft lockdown demonstrates WGTC’s commitment to safety and preparedness, ensuring that all campuses were unified under a coordinated response plan.

All of these incidents underscore the critical need for robust emergency response systems and protocols at WGTC. The effective handling of these situations showcases the importance of preparedness, rapid response, and coordinated efforts in maintaining campus safety. The use of lockdowns and shelter-in-place measures reflects WGTC’s capability to respond rapidly to external threats, thereby promoting the protection of the entire campus community.

Medical Emergency Demonstrates Life-Saving Impact

WGTC has experienced numerous medical emergencies where the CrisisAlert system proved invaluable. One particularly compelling incident involved a staff member who arrived on campus already seemingly unwell, Chief Perry had noted that morning. They spoke briefly, and as he left her office and headed down the hall, she toppled from her chair and collapsed under her desk, unable to reach a phone to call for help. Luckily, she had the wherewithal to press the button on her CrisisAlert badge before becoming incapacitated.

The immediate notification and response facilitated by CrisisAlert allowed the nearest available staff member—Chief Perry, just down the hall—to quickly identify the emergency. “I recognized she was in distress. So the minute CrisisAlert went off, it took me a second to look at the phone, recognize the name, and then I just sprinted right down the hallway to her office where I found her,” Chief Perry explained. The system’s rapid alert enabled this prompt notification and response, which is critical in medical emergencies where every second matters.

Upon arriving at the scene, Chief Perry was able to respond rapidly. “I was able to render aid immediately, radio my



They were there within just a few minutes and transported her to the hospital, where she stayed for several days, but she did come back to work. She did thank me, and she was very happy with the fact that CrisisAlert worked.

James Perry, Chief of Police at West Georgia Technical College

dispatch officer to get an ambulance en route...and kept her comfortable,” he recounted. This rapid response highlights one of the major benefits of CrisisAlert: its ability to facilitate quick and effective communication and coordination during emergencies. The dispatch officer was notified instantly, allowing emergency medical services to be called without delay.

The benefits of rapid response in medical emergencies cannot be overstated. Quick intervention can significantly improve outcomes by stabilizing the patient, preventing further complications, and reducing the time it takes for them to receive professional medical care. In this case, the timely response ensured that the staff member received the necessary medical attention promptly. “[First responders] were there within just a few minutes and transported her to the hospital, where she stayed for several days, but she did come back to work. **She did thank me, and she was very happy with the fact that CrisisAlert worked.**”

This incident underscores the importance of having a reliable emergency alert system in place. CrisisAlert’s ability to provide immediate notification of an incident with precise location details helps make certain that emergencies are quickly identified and rapidly addressed by the nearest responders. This capability is crucial in preventing situations from worsening and in providing immediate assistance to those in need. The staff member’s successful recovery and return to work demonstrate the life-saving potential of such a system. The gratitude expressed by the staff member further highlights the positive impact that CrisisAlert has had on the safety and well-being of WGTC’s community.

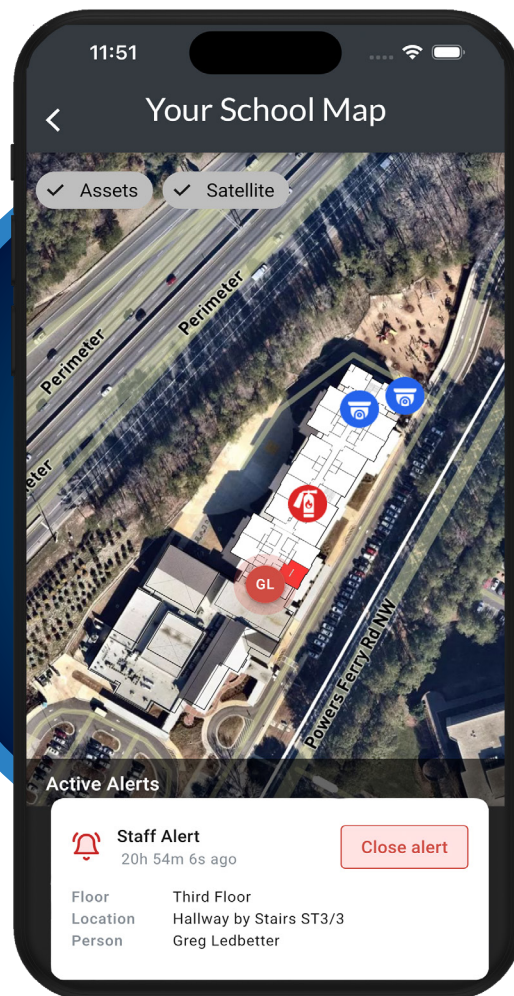
A Multi-layered Approach to Safety That Accommodates the Unique Challenges of College Campuses

Chief Perry emphasized the importance of a proactive and comprehensive approach to campus safety. “[One of the buildings on] our main campus...was a World War II bomb manufacturing plant. The roof itself is lined with lead and it makes cell phone service very difficult to say the least, and I don’t mind going ahead and jumping in and saying **CENTEGIX has worked fantastic in that building.**”

“I made a phone call and the response was fantastic. And we knew within a couple weeks we wanted to deal

with CENTEGIX. So it was a great fit and we’ve had great results with it and excellent customer service.” Exceptional customer service from CENTEGIX has ensured a smooth implementation and ongoing satisfaction with the product. The system’s rapid response time, often within seconds, has been crucial during emergencies. **“Our response time has been in the seconds, not in the minutes. And it’s been fantastic for us.”**

The simplicity and convenience of the CrisisAlert wearable panic button make it easy for staff to adopt and use effectively. “These things are just great to have around your neck.” CrisisAlert’s versatility across various campus areas, indoors and outdoors, highlights its comprehensive coverage. “We’ve had good usage of it in the buildings, outside in parking lots, and on some of our training ranges, which are



outdoors,” shared Chief Perry.

WGTC’s experience demonstrates the importance of a reliable and effective safety system at all colleges and universities. The frequent successful uses of CrisisAlert in medical emergencies showcase its reliability and critical role in ensuring student and staff safety. “We’re averaging probably two students a week that are having medical issues and we’ve had to call ambulances in. Our staff have gotten so comfortable that they’re really hitting it now.”

CrisisAlert’s reliability, rapid response times, exceptional customer service, ease of use, proven effectiveness in emergencies, and integration capabilities make it the most effective, comprehensive solution for enhancing campus safety and security. Additionally, its encouragement of a proactive safety culture further solidifies it as the leading choice for campus safety solutions.

For more information on campus safety technology solutions, check out CENTEGIX’s website at www.centegix.com/higher-education.

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- James Perry, Chief of Police at West Georgia Technical College



For more information on our campus safety solutions and how we can help protect your campus, visit our CENTEGIX Higher Education page at centegix.com/higher-education.

Learn more today. Because every second matters.™

800-950-9202 • info@centegix.com