

THE UNIVERSITY OF ALABAMA IN HUNTSVILLE
EMERGENCY NOTIFICATION SYSTEM (UALERT) POLICY

Number	06.08.05
Division	Administration - Office of Risk Management and Compliance
Date	September 1, 2010; Reviewed and Revised December 6, 2024
Purpose	The safety and well-being of students, faculty, staff, and visitors is a high priority for the University. Should a significant emergency or dangerous situation develop that presents an immediate or reasonably likely threat to the health or safety to persons on campus, University personnel will immediately respond, evaluate, and confront the threat. Upon confirmation that a threat exists, the University will provide an emergency notification and updates as appropriate to the University community.
Policy	UAH will utilize multiple communications modes during emergency and crisis situations in order to reach the largest feasible percentage of the impacted campus population, provided such notification does not compromise efforts to contain an emergency or crisis.

Procedure

UAH employs multiple Emergency Notification Systems (ENS, and collectively “UAlert”) to provide emergency warnings and follow-up information to the campus community prior to and during an emergency. The systems use a variety of methods to furnish information and direction so that campus community members may immediately protect themselves in an emergency situation.

UAlert includes the following primary modes of notification:

1. Outdoor “Giant Voice” high-power speaker arrays
2. Indoor building mass notification systems (in buildings with voice-capable mass notification systems)
3. Text/Short Message Service (SMS) to subscribed cellular phones
4. Voice phone messages to subscribed non-UAH land lines and cellular phones
5. Voice phone messages to UAH telephones
6. E-mail to UAH official e-mail addresses
7. E-mail to subscribed non-UAH e-mail addresses
8. Rave Guardian (iOS and Android app)

The following alternate modes of message delivery will be utilized as deemed appropriate by a Responsible Authorizer to a specific situation, especially one as to which notification should be disseminated to the larger Huntsv

2. UAH Emergency web site (emergency.uah.edu)
3. UAH official social media sites (select platforms)
4. Local media
5. Other modes as acquired and implemented

The protocols include the activation of a system for issuing appropriate warning or follow-up informational messages on campus and the use of other communications systems as necessary. This Policy addresses internal and external communications via UAlert.

DEFINITIONS

All Clear Alert – a message indicating that an emergency situation has been contained or no longer exists.

Emergency Notification – an urgent official notification regarding a significant emergency or dangerous situation that may compromise the health and safety of members of the campus community. Typically, an emergency notification is provided without delay upon confirmation of an immediate or impending threat and empowers the recipient to take appropriate action to minimize injury or loss of life.

Confirmed Threat – an event confirmed by UAH Police Department (UAHPD) or another Responsible University Authority (see II.B) as an emergency situation that poses an immediate or reasonably likely threat to life, safety, and security and/or property.

Crisis Alert – the continued or ongoing update of information regarding a significant emergency or dangerous situation.

Status Update for Emergency Situations – a message that disseminates follow up information or non-urgent instructions. This may be a Status Update on an ongoing or imminent crisis event about which campus community members must be advised to ensure their health and safety, or a may include weather-related closures and/or delayed openings affecting the campus. This information is given with the intention of being helpful, though no individual action is immediately required.

Responsible Authorizer – a person who provides approval for the issuance of a notification.

Responsible Activator – a person who performs the technical activity of issuing or broadcasting a notification.

UAlert – the University branding for its emergency notification systems (the collective group of centrally controlled emergency notification methods utilized by the University).

2. UAHPD and other appropriate response agencies assess whether the threat is area-specific or campus wide.
3. UAHPD notifies UAHPD Communications.
4. UAHPD Communications drafts or selects pre-scripted message.
5. UAHPD Communications activates emergency notification systems.
6. UAHPD coordinates with Office of Marketing and Communications and provides updated information when available.
7. UAHPD Communications posts updates or communicates “All Clear” as appropriate.

A. Responsible University Authorities

At all times, reference to any position at the University shall be understood, in the absence of the referenced individual, to include designees. For the purposes of these protocols, “authorizing” and “activating” (i.e., issuing) notifications are distinct activities and responsibilities.

Responsible Authorizers: The following University positions, collectively referred to as “Responsible Authorizers” for the purposes of these protocols, are granted authority by the University President to authorize emergency notifications, crisis alerts, and status updates/all-clear alerts:

- University President (authorize initial emergency notification, crisis alerts, and/or status update/all-clear alerts)
- Chief of Police or designee (authorize and send initial emergency notification, crisis alert, and/or all-clear alerts)
- Police Captain (authorize and send initial emergency notification, crisis alert, and/or all-clear alerts)
- Police Lieutenant (authorize and send initial emergency notification, crisis alerts, and/or all-clear alerts)
- The following University official(s) are authorized if they are directly involved with and have situational awareness for the emergency response or crisis situation at UAH:
 - Provost and Executive Vice President for Academic Affairs (authorize initial emergency notification and/or crisis alerts)
 - Chief Administrative Officer (authorize initial emergency notification and/or crisis alerts)
 - Director, Office of Environmental Health & Safety (authorize initial emergency notification, crisis alerts, and/or all-clear alerts)

Responsible Activators: The following University positions, collectively referred to as “Responsible Activators” for the purposes of these protocols, are granted authority by the University President to activate the UAlert system to issue approved emergency notifications, crisis alerts, and status updates/all clear alerts:

- Police Sergeants (execute an approved order to transmit an emergency notification message)
- Police Dispatchers (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-clear alert message)

- Police Assistants (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-

warning or follow-up informational message based on the operational guidelines of this Policy.

These actions are to be taken without delay, unless issuing a notification will, in the professional judgment of the UAHPD or the Responsible Authorizer, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency situation.

- To comply with FCC regulations and cellular service providers, emergency notifications must contain at least one of the following words: emergency, crisis, critical, test, drill.
- When feasible, messages should include several key elements:
 - Indication that the notification is from the University in the beginning of the message.
 - Description of the emergency situation or hazard condition.
 - Description of the impacted population; i.e., people in specific buildings, people in a certain area of campus, or the entire campus.
 - Actions the impacted population should take; i.e., evacuate building, avoid area of campus, or shelter in place.
 - Referral to the University web site Home Page for additional information and updates when appropriate.

E. Training and Exercising

UAH recognizes that training and exercising are essential to demonstrating and improving its ability to execute its UAlert protocols. Periodic exercising helps ensure that equipment and procedures are maintained in a constant state of readiness and may help identify issues and determine functionality before an emergency occurs.

Training on the ENS(s) utilized for mass SMS, email, and voice calls is available through the Office of Risk Management and Compliance. Training on the ENS(s) utilized for indoor and outdoor mass notification is available through the Facilities and Operations department. Training on this policy and related requirements is the responsibility of each operational / academic unit having responsibilities under the policy.

1. **Responsible Authorizer Training:** Administrators and staff with UAlert authorization responsibilities will receive initial training on the emergency notifications protocols and process. Responsible Authorizers will be trained and exercised on the UAlert system annually. This group will be informed when UAlert policies, protocols, or system characteristics/capabilities are changed or updated, and additional training will be completed prior to or concurrently with such changes or updates. Such training shall be coordinated with and provided through UAHPD.
2. **Responsible Activator Training:** Administrators and staff with UAlert activation responsibilities (responsible for the technical activation of the UAlert system) will receive initial training on UAlert policies, protocols, and processes. This group will be trained and exercised on the UAlert system annually. In addition, this group will receive user training pertaining to the use and functionality of the UAlert system and its individual components. This group will be informed when UAlert policies, protocols, or system characteristics/capabilities are changed or updated, and additional training will be completed prior to or concurrently with such changes or updates. Such training shall be coordinated with and provided through UAHPD.
3. **Cross Training:** Cross-training will be employed by responsible departments/administrative units to ensure trained designees are available

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to activate UAlert systems in an emergency. Departments/administrative units having personnel with UAlert activation responsibilities shall ensure that sufficient staff are trained in order to address leave, travel, and other planned and unplanned personnel absences.

4. **Position Successor Training:** Persons named in immediate lines of succession for a Responsible Authorizer or Responsible Activator should receive the same level of training as the position to which they might succeed.
5. **Refresher Training –Faculty and Staff:** It shall be the responsibility of each department/administrative unit head to ensure that all faculty and staff with UAlert authorization or activation responsibilities receive annual refresher training for the UAlert system.
6. **New Hires and Transfers – Positions with UAlert Responsibilities:** New staff with UAlert roles will be trained on their UAlert role as they assume their University positions. Individuals who are currently employed by the University and transfer to a position with UAlert responsibilities must receive initial training immediately upon assuming the new position.
7. **Undergraduate Student Training:** Undergraduate students shall receive orientation training for the UAlert system during their orientation session(s). Students residing in University Housing shall receive additional orientation training from University Housing and Residence Life staff at the beginning of each academic semester. UAHPD, with input from Student Affairs and University Housing and Residence Life, will develop and maintain training materials and programs for student UAlert orientation.

and transmit the list data to the appropriate vendor and/or University maintained emergency notification database(s). For each active student and employee, information including, but not limited to, the following should be included:

- First and last name
- UAH "A" number
- UAH official Charger ID e-mail address
- Alternate e-mail address (if available)
- Office phone number (if available)
- CellT0 1te vendor an74 (s)-2 (t)4.2 (da (e)-3.4 (r)1.9 (l)-920 1 Tf0.0.002 Tc(e)-3.4 (r)

preferences. Exception: All UAH-issued email addresses shall be required to subscribe to UAlerts.

Human Resources: Responsibilities for capturing and recording personal emergency notification contact information for new employees shall reside with Human Resources (HR). HR shall develop and implement policies and protocols to ensure that:

1. New employees are briefed on the UAlert system at the time of hire. It is recommended that a brief description of UAlert be included in each new hire package.
2. Personal cellular phone number(s), when available, are entered into the proper Banner field(s) within the Banner employee record.
3. Alternate (non-UAH) e-

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- b. Student Residents according to assigned residence facility
 - c. UAHPD personnel
 - d. Faculty/staff by primary work location (building)
6. The ORMC will maintain a UAlert web page(s) within the UAH web site that will, at a minimum contain the following:
- a) A link to an electronic version of this Policy
 - b) A brief description of the UAlert system and all current modes of delivery:
 - Modes that may be opted out of or reinstated.
 - Mandatory modes.
 - Alternate modes as developed and implemented.
 - c) Instructions on how to access and update one's UAlert account.
 - d) Link to a secure login portal to access one's UAlert account.

UAHPD: UAHPD shall be the functional administrator for the UAlert system and shall ensure that:

1. Adequate numbers of trained UAHPD staff (both UAlert authorizers and activators) are on duty at all times.
2. All UAHPD internal Responsible Authorizers and Responsible Activators are fully trained in their UAlert responsibilities and system operation and receive annual training updates.
3. Serve as the primary activation point of contact for emergency message initiation.

Facilities and Operations: Facilities and Operations shall be the technical administrator for the in-building and giant voice mass notification systems. Facilities and Operations shall ensure that:

1. All in-building and giant voice mass notification systems are maintained in a functional state of readiness and are connected through the appropriate system(s) to allow for remote activation from UAHPD Communications.
2. End-user (e.g., UAHPD Communications) training is available as needed and at any time system changes (e.g., software updates) warrant additional training.

G. Personal UAlert Account Maintenance

Faculty, staff, and students may review and update their UAlert account information through the UAlert service web portal provided by the incumbent notification vendor. The UAlert portal link shall be available through myUAH and the UAlert web site: <https://ualert.uah.edu>. UAlert login ID shall be the individual's official UAH Charger ID (the first part of the official UAH email address), and the password shall be the registered UAH Single Sign On (SSO) password (the password used to access UAH e-mail and other University systems). Access to the UAlert vendor's web portal shall include multi-factor authentication.

The following personal information and preferences may be updated via the UAlert portal:

- Cellular, office, and home (or alternate) phone numbers
- Text/SMS preferences for each text-capable phone number provided
- Alternate e-mail address
- ~~Subscribe or unsubscribe from each alert method (except UAH official email address)~~

Where applicable, users must accept

For the purposes of this Policy, “provided by the University” shall be defined as any device owned directly by the University and provided for individual use for official University business.

Wireless electronic communications devices include:

- Cellular phones
- Pagers (voice and digital)
- Tablet computers (e.g., iPad, Surface, etc.)
- Personal Digital Assistants (PDAs) capable of receiving text/SMS and/or e-mail
- Other wireless devices capable of receiving text/SMS or e-mail

UAH Wireless Communications Devices Policy and related forms and documents shall include this requirement and shall require the employee to acknowledge and document compliance with this requirement.

Inclusion of Non-UAH Personnel

Non-UAH individuals who work **on the UAH campus** in either a full- or part-time capacity are eligible to participate in UAlert. This includes, but is not limited to, employees of the following groups:

- NASA employees assigned to Cramer Hall (CRH)
- United States Army Acquisition School of Excellence
- National Weather Service – Huntsville Office
- Dining Services employees
- U.A. System employees
- Alabama Credit Union employees
- Other State and Federal employees
- Private industry employees and contracted employees
- Full- and part-time UAH volunteer staff

These groups shall be responsible for requesting access through their official University liaison/sponsor. Those liaisons shall be responsible for informing non-UAH groups of the UAlert system and for providing an annual reminder to update contact information.

These groups will be required to provide all available information as outlined above in at the beginning of each academic semester. Groups will be responsible for supplying current information and for requesting removal of individual accounts. Liaisons should contact ORMC for guidance on proper formatting for data submission. Non-UAH groups should submit requests and data through the appropriate UAH liaison.

Caller ID Information for Incoming UAlert Messages

Text/SMS incoming messages will display one of the vendor’s SMS short code numbers: 226787, 67283, 78015, or 77295. UAlert participants are encouraged to enter these numbers

into their mobile device contact list so that the devices will indicate these messages are from UAlert.

Voice messages will display the UAH UAlert informational call-back telephone number when message recipients have caller ID services activated: 256-824-7100. UAlert participants are encouraged to program this phone number into cellular phone and other contact lists so that devices will indicate the call is from UAlert.

Review The Office of Risk Management and Compliance is responsible for the review of this Policy ever five (5) years (or whenever circumstances require).

