

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 Huntsville/North Alabama community:

1. UAH web site (www.uah.edu)

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).

OPERATIONAL GUIDELINES

Emergency Response and Notification Process

1. UAHPD and other appropriate agencies respond to a reported emergency, evaluate the situation, and confirm there is a campus immediate threat.

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-clear alert message)
- Chief Risk and Compliance Officer (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-clear alert message)
- Chief External Affairs Officer (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-clear alert message)
- Executive Director, Marketing and Communications (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-clear alert)
- Designees appointed by a Responsible Authorizer and properly trained in UAlert system utilization (execute an approved order to transmit an emergency notification message in the absence of available or trained Police Dispatchers)
- Responsible Authorizers properly trained in UAlert system utilization (execute an approved order to transmit an emergency notification, crisis alert, status update, or all-clear alert in the absence of available or trained Police Dispatchers)

B. Reporting an Emergency Situation

Individuals should immediately report all emergency or hazardous situations on campus to the UAHPD. UAHPD may be reached as follows:

- **6911** from a campus phone
- **256-824-6911** from a cellular or off-campus phone
- **911** from any phone (off-campus calls go to Madison County 9-1-1 Center).

Individuals should report as much information as possible:

- Nature of the emergency situation
- Where it is occurring
- Physical description of person(s) involved, if applicable

If safe to do so, remain on the phone with dispatchers and provide additional information until the first police officer arrives.

Individuals should not approach a hazardous or dangerous situation. Persons should refer to the UAH Emergency Management Plan for information on protective actions to take during an emergency.

The Emergency Management Plan contains specific instructions about building evacuation and procedures to be followed in responding to other kinds of emergencies. A printed copy should be available in each classroom, laboratory, and office and is available on the UAH web site at this web address:

<https://www.uah.edu/images/administrative/policies/support->

C. Initial Activation of the Emergency Notification Protocols

In the interest of timely notification, these protocols do not contain a separate approval procedure for the language of an emergency notification. The use of pre-approved, scripted message templates, with appropriate specifics inserted prior to issuance, will help to speed the process of issuing alerts. Preapproved messages shall be maintained in the appropriate ENS systems and shall be reviewed annually by the Chief Risk and Compliance Officer, Chief of Police, and Director of Environmental Health and Safety.

Confirming a threat or hazard situation: The activation process is initiated when an emergency posing an immediate or reasonably likely threat to life, safety, and security and/or property is reported to UAHPD or to another University official. UAHPD or other appropriate emergency response agency must confirm that a reported threat exists and is of a nature requiring immediate notification to protect lives and property and must determine the impacted population that should receive or be the focus of the notification.

1. **UAHPD:** UAHPD officers responding to a report of an emergency situation shall utilize their professional training and judgment to determine whether the reported situation poses an immediate threat or is reasonably likely to pose a threat to life, safety, and security and/or property. For situations where there is an ongoing or progressive threat or where a given circumstance is reasonably likely to pose a threat, the responding officer(s) shall follow UAHPD protocol to ensure proper activation of the UAlert system in accordance with this Policy.

For a tornado warning which includes the UAH campus, UAHPD Communications will issue a tornado warning UAlert as soon as possible after the National Weather Service issues such warning. No additional confirmation of a tornado threat is required, and no additional authorizations are required.

2. **Responsible Authorizers:** Responsible Authorizers (other than UAHPD personnel) receiving a report of an emergency situation should immediately notify UAHPD and request confirmation that a hazard exists and poses an immediate threat or is reasonably likely to pose a threat to life, safety, and security and/or property. Responsible Authorizers who personally witness or observe a hazardous condition that poses, or is reasonably likely to pose, a threat to life safety should contact UAHPD to directly authorize a UAlert message and to apprise the police about the observed threat.

Issuing an alert: For confirmed threats to life, safety, security, and/or property, the UAHPD senior officer on duty, or another Responsible Authorizer having situational awareness of the emergency situation, will authorize the appropriate

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.

The following occurrences would ordinarily be regarded as constituting a threat to life, safety, security, and/or property:

- Accidents involving utilities (such as a gas leak)
- Hazardous materials incidents
- Violent crimes
- Severe weather / tornado warning
- Other occurrences or reasonably likely occurrences where the notification of the public reduces or eliminates the threat to life, safety, security, and/or property.

The above list is not intended to be all-inclusive but to provide guidance as to when the UAlert system may be used to enhance public safety.

Determining Appropriate Segment of Community

In many instances, an emergency notification will include the entire campus population (students, faculty, and staff). However, during holidays, weekends, or other periods outside of normal business hours, or under circumstances where the nature of the emergency supports an area-specific notification, the notification may go to only those persons who are believed to be affected. In such situations, UAlerts could be utilized to notify a particular segment of the community (e.g., students only) and the in-building systems could be utilized to notify occupants of a particular building or buildings where those system are deployed.

The UAlert system shall not normally be activated to convey information that is unrelated to an active or potential emergency situation. Informational communications, other than status updates or “all clear” messages as defined herein, shall be governed by the appropriate policy section of the Emergency Communications Plan, and shall utilize the appropriate delivery modes and authorization channels as specified in that blanket policy.

D. Message Content

- Message content is approved by the Responsible Authorizer as outlined in this Policy.
- Length of message is bound by distribution method selected; i.e., text/SMS messages are limited to 160 characters, voice messages are limited to 30 seconds.

- 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.
8. **Graduate Student Orientation –** Graduate students shall be provided with a brief summary of the UAlert system, including how to update contact information and set contact priorities. This information should be provided along with acceptance letters. UAHPD, with input from the School of Graduate Studies, will develop and maintain educational materials for graduate student UAlert orientation.
9. **General Faculty and Staff – New Hires:** Faculty and Staff with no ENS authorization or activation responsibilities shall receive initial UAlert orientation training from Human Resources during their new-hire orientation. It shall be the responsibility of the individual's supervising Administrator, Dean, Department Chair, Center Director, or designee to ensure that the individual is familiar with UAlert and the departmental/administrative unit emergency response plan(s) and that the individual receives annual refresher orientation on both. UAHPD, with input from Human Resources, will develop and maintain UAlert training materials and programs for Faculty and Staff.
10. **General Faculty and Staff – Transfers:** It shall be the responsibility of the individual's supervising Administrator, Dean, Department Chair, Center Director, or designee to ensure that an individual who transfers into a new position is familiar with UAlert and the departmental/administrative unit emergency response plan(s) and receives orientation on both.

Responsibilities for Training Program: UAHPD and the Office of Marketing and Communications (OMC) will collectively and cooperatively develop and maintain UAlert training materials and programs for all campus stakeholders.

1. UAHPD shall provide notifications to departments/administrative units each academic semester to remind them of the required annual refresher orientation for authorized users.
2. The OMC shall ensure that all Marketing and Communications personnel with UAlert authorization/activation responsibilities, including those named within this Policy as well as their alternate(s)/successor(s), have received proper training in their respective UAlert role(s) and subsequently receive annual refresher training as outlined above.
3. The UAHPD Chief of Police shall be responsible for ensuring that all UAHPD personnel with UAlert authorization/activation responsibilities, including those named within this Policy as well as their alternate(s)/successor(s), have received proper training in their respective UAlert role(s) and subsequently receive annual refresher training as outlined above.

Testing and Exercise Program: The University will conduct a minimum of one (1) UAlert test exercise each Fall and Spring academic semester. UAHPD and the Office of Risk Management and Compliance will plan and coordinate UAlert exercises. Announced exercises will be publicized via campus-wide email in advance to ensure that:

1. The University community is aware of the exercise and thus is not confused or surprised by the test message(s).
2. University community members have the opportunity to check and update their contact information prior to and immediately after the exercise.

Each exercise shall be evaluated, and After-Action Reports completed by the Office of Risk Management and Compliance will be utilized to review system and personnel performance and to identify system strengths and areas for improvement. The following information shall be documented for each exercise:

- Date and time conducted
- Type of exercise (announced or unannounced)
- Evaluative comments and After-Action Report

Documentation of UAlert tests shall be maintained by UAHPD and the Office of Risk Management and Compliance.

F. System Maintenance and Readiness

The UAlert system contact information database will be updated via an automated process at least weekly during each academic semester. The update will add new students and employees and delete terminated employees and non-active students.

Office of Information Technology (OIT):

1. OIT will develop and/or implement the necessary automated process(es) to retrieve user information from the Enterprise Resource Planning (ERP) system

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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)
 - Cellular phone number (if available)
 - Alternate (or home) phone number (if available)
 - SMS/Text Device (cellular number)
 - UAH building code (faculty, staff, student residents)
 - Affiliation (Faculty, Staff, Student, Other)
2. OIT will ensure that UAHPD has redundant internet access capabilities and that UAHPD networks and associated infrastructure are maintained in a secure and resilient state. Where present, TCP/IP network connections between UAHPD administered emergency notification control interface(s) and building notification systems and/or alarm systems shall be maintained in a secure and resilient state.
 3. OIT will maintain single sign on (SSO) integrations with third-party vendors whose systems support such integration in order to allow current students, faculty, and staff quick access to their UAAlert accounts for the purposes of updating contact information. OIT will work in collaboration with the Office of Risk Management and Compliance and the current text/SMS, telephone voice messaging, and mass email provider(s) to ensure a functional, user-friendly SSO integration.

Student Affairs: Responsibilities for capturing and recording information for new and existing students shall reside with Academic Affairs. Academic Affairs shall develop and implement policies and protocols to ensure that:

1. A brief description of UAAlert is included in recruitment materials and/or enrollment documents. Where possible and practicable it is recommended that students be briefed on the UAAlert system at the time of registration.
2. Personal cellular phones number(s), when available, are entered into the proper Banner field(s) within the Banner student record.
3. Alternate (non-UAH) e-mail address(es), when available, are entered into the proper field(s) within the Banner student record.
4. The above contact information, if not voluntarily provided, is requested at the time of enrollment. Students are to be advised as to how the contact information shall be used and that failing to provide it may prevent them from receiving emergency notifications and follow-up information through modes of delivery based on the University's possession of students' contact information.
5. Students are informed that if they wish to opt out of the UAAlert system, they may do so by accessing the UAAlert web portal and updating their contact

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-mail address(es), when available, are entered into the proper field(s) within the Banner employee record.
4. The above contact information, if not voluntarily provided, is requested at the time of hire. Employees are to be advised as to how the contact information shall be used and that failing to provide it will prevent them from receiving emergency warnings and follow-up information through modes of delivery based on the University's possession of employees' contact information.
5. Employees wishing to opt out of the UAlert system at any time may do so by accessing the UAlert portal and updating their contact preferences.
Exception: All UAH-issued email addresses shall be required to subscribe to UAlerts.

Office of Risk Management and Compliance: The Office of Risk Management and Compliance (ORMC) shall be the technical administrator for the ENS system(s) used for mass SMS, email, and phone notifications and shall ensure that:

1. The system(s) is maintained in a constant state of readiness.
2. The contact database(s) is current and updated at the beginning of each academic semester.
 - a. Students who have been inactive for three (3) consecutive academic semesters shall be removed from the UAlert system.
 - b. Employees whose employment has ended shall be removed from the UAlert system unless the former employee is a currently enrolled and active student.
3. Contact information, with the exception of official UAH e-mail addresses, for persons with documented opt-out requests is not loaded into UAlert. (UAlert accounts will be created for ALL students, faculty, and staff.)
4. A user-friendly and functional web interface/portal for current students, faculty, and staff is maintained, with support from the selected notification vendor and OIT, to allow individuals to update their UAlert contact information.
5. UAlert special call/alert groups are designated and maintained, including but not limited to:
 - a. Emergency Management Operations Group (EMOG) personnel

- 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 the third-party notification provider's disclaimers in order to update personal information.

Academic Affairs: It is recommended that all course syllabi include a brief description of UAlert and include the internet address (<https://ualert.uah.edu>) which students may use to review and/or update their UAlert contact information and preferences.

UALERT PARTICIPATION

Opt-Out Policy

UAH recognizes the need to notify as many members of its campus community as possible during an emergency situation. Participation in the text/SMS, telephone voice messaging, and alternate (non-UAH) e-mail notification components of UAlert shall be on an opt-out basis except as specified otherwise below.

Information as outlined above shall automatically be loaded into the UAlert database (vendor hosted or UAH hosted as appropriate to the current contractual agreement with the current service provider) at the start of each academic semester and at least weekly thereafter for any students, faculty, and staff who are added to Banner subsequent to the initial semester upload. Students, faculty, and staff wishing to opt out of the UAlert system may do so by accessing the UAlert vendor's web portal and updating their contact preferences.

All opt-out options shall be in compliance with applicable federal regulations including but not limited to the Telephone Consumer Protection Act.

Mandatory Inclusion of Official UAH E-mail Addresses

All official UAH e-mail addresses for current students, faculty, and staff will remain in the UAlert system. Students, faculty, and staff may opt-out of all other notification modes.

Mandatory Inclusion of UAH-Provided Wireless Electronic Communications Devices

All faculty and staff who have portable wireless electronic communications devices provided by the University shall be required to participate in the UAlert system by providing the contact information for each provided device.

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).

