

Public Safety Communication at UCCS: How We Notify You and What It Means

UCCS uses several communication channels during emergencies to quickly and effectively notify the campus community. These channels ensure that everyone receives timely and accurate information. While each tool serves a different purpose, the content of emergency messages is typically the same across all platforms.

Messaging Overview: What to Expect

In the event of an emergency, notifications sent through RAVE text alerts, the UCCS Safe app, email, and desktop notifications will generally include the following information:

- **Type of Incident:** A clear description of the emergency (e.g., "Active Shooter," "Severe Weather," "Evacuation Order").
 - **Location:** The specific area on Campus affected or where the incident occurred.
 - **Immediate Actions Needed:** Instructions on what you need to do (e.g., "Evacuate the building," "Shelter in place," "Avoid this area").
 - **How to Stay Informed:** Updates on the incident are typically available on the UCCS Alerts website (alerts.uccs.edu). Ongoing updates will generally be provided through non-emergency channels, such as email or the UCCS Safe app unless the situation requires immediate emergency notifications.
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Who Decides to Send Messages?

The decision to send messages is based on the nature and urgency of the situation. The following individuals and groups are responsible for determining when and how emergency messages are sent:

- **UCCS PD Command Staff:** Responsible for sending immediate life-threatening emergency notifications (e.g., active shooter, severe weather) through the RAVE alert system and other emergency communication tools.
- **Executive Leadership Team:** This group oversees broader campus-wide notifications, such as operational closures or non-emergency situations. These decisions typically involve communication via email, the UCCS Safe app, and the UCCS Alerts website.

The method of communication (RAVE, email, app notifications) depends on the level of urgency and whether the situation poses an immediate threat to the safety of the campus community.

Emergency vs. Operational Messaging

- **Emergency Messaging:** Sent through RAVE text alerts, the UCCS Safe app, desktop notifications, and email when there is an immediate threat to life or safety (e.g., active shooter, hazardous materials, severe weather).
 - **Operational Messaging:** This is used for non-life-threatening situations such as campus closures due to inclement weather or power outages. These messages are typically sent via email and the UCCS Safe app; updates are provided on the UCCS Alerts website.
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Communication Methods Used

RAVE Text Alerts (SMS)

What It Is:

RAVE text alerts are sent directly to your mobile phone via SMS to provide immediate notification during life-threatening emergencies or situations that require urgent action.

When We Use It:

- Active shooter incidents
- Severe weather warnings
- Evacuation or shelter-in-place orders

Why This Mode:

RAVE alerts are fast and reach a broad audience instantly, making them ideal for urgent situations where quick action is critical.

UCCS Safe Mobile App Notifications

What It Is:

The UCCS Safe app delivers push notifications for emergency and non-emergency updates to your phone. It also provides access to safety resources and emergency procedures.

When We Use It:

- Emergency notifications (same information as RAVE alerts)
- Routine safety updates (e.g., power outages, road closures)
- Follow-up messages after the initial emergency notification

Why This Mode:

The app allows users to receive notifications and access safety tools in one place, useful for updates and ongoing communication throughout an event.

Email Alerts**What It Is:**

Emails are sent to provide detailed information during or after an emergency. Email allows for more comprehensive updates than SMS or app notifications.

When We Use It:

- Emergency notifications (in conjunction with text and app alerts)
- Follow-up information and instructions during or after an incident
- Ongoing updates, especially once the immediate threat has passed

Why This Mode:

Email provides a way to communicate more detailed instructions, resources, and clarifications.

Desktop Notifications**What It Is:**

Desktop notifications are pop-up messages sent to computers connected to the UCCS network. These notifications mirror the information provided in RAVE alerts and are displayed on campus computer screens.

When We Use It:

- Immediate emergency notifications for users on campus computers
- Critical updates related to ongoing emergencies

Why This Mode:

Desktop notifications ensure that those working on campus computers are informed of emergencies, even if they aren't checking their phones or email.

UCCS Alerts Website

What It Is:

The UCCS Alerts website is the official platform for posting real-time updates about campus safety, emergencies, and closures.

When We Use It:

- To post ongoing updates during an emergency or campus-wide incident
- To provide detailed information and guidance after the initial alert
- To serve as the central hub for all safety-related communications

Why This Mode:

The website is continuously updated with the latest information throughout an incident, making it a reliable source for those seeking more comprehensive details about an ongoing emergency or its resolution.

Campus Closure

If the Campus is closed due to an incident or weather, the UCCS Closure Line at 719-255-3346 will be updated.

Ongoing Communication and Incident Updates

Once the initial emergency notification is sent, updates will typically be provided via non-emergency communication methods, such as the UCCS Safe app, email, and the UCCS Alerts website. These updates will include any changes to the situation, further instructions, and information on when the incident is resolved. If the situation requires immediate action or a new threat arises, another round of RAVE and other emergency notifications will be issued.

Emergency Notification Alert Sign-Up

Students

Students are automatically enrolled to receive emergency notifications via their UCCS email and mobile phone. To add non-UCCS email addresses or additional phone numbers (e.g., parents or spouses), visit the **RAVE Mobile Safety portal** at rave.uccs.edu.

To update your contact information:

1. Log in to your **MyUCCS Portal**.
2. Navigate to **Students → Records & Registration → Access Student Self-Service → Personal Information**.
3. Use the drop-down menu to select **Phone Numbers** and enter or update your mobile phone number.

For questions about portal security, contact **Emergency Management** at **719-255-3106** or **eprepare@uccs.edu**.

Faculty, Staff, and Affiliates

Faculty, staff, and affiliates **must opt-in** to receive text alerts. Register your mobile device(s) and update your contact information through the **RAVE Mobile Safety portal** at rave.uccs.edu.

For questions about portal security, contact **Emergency Management** at **719-255-3106** or **eprepare@uccs.edu**.

Clery Act Compliance: Emergency Notification System Testing

In compliance with the Clery Act, UCCS regularly tests its Emergency Notification System (ENS) to ensure the community is familiar with receiving alerts and to confirm the system functions properly.

- The ENS alert system is tested at least twice yearly, typically at the start of each semester. All current users are sent these tests.
- Prior notification of these tests is emailed to the campus community, informing everyone when the test will occur.
- During the test, the system sends simulated emergency messages through all primary communication platforms, including RAVE text alerts, UCCS Safe app notifications, email, and desktop notifications.

- In addition to these scheduled tests, the ENS system is frequently used for weather-related closures or delays, providing additional real-world opportunities to assess its functionality throughout the year.