UMass Boston | Administration & Finance
Policy & Procedure

Issuing Office: Vice Chancellor for Administration and Finance

Policy Number: FY13-A&F-004-02

Policy Name: UMass Boston Alert System

Original Date Issued: April 24, 2013
Revision #: 5
Last Update: October 20th 2026

Purpose of Policy: This policy establishes the guidelines by which the UMass Boston Alert System ("System") will be used for distribution of emergency alerts. This System is also referred to as the ENS (Emergency Notification System). This policy is intended to comply with the Jeanne Clery Campus Safety Act, 20 U.S.C. § 1092(f), as amended by the Higher Education Amendments of 1998, the Higher Education Opportunity Act of 2008, and the Stop Campus Hazing Act of 2024, and with its implementing regulations at 34 C.F.R. § 668.46, including the Department of Education's requirements regarding timely notice of certain events.

Applicable to: All departments at UMass Boston.

Policy: All reports of fire or explosion should be made immediately by calling 911. To reach UMass Boston Police Dispatch direct, dial 617-287-7777 from a cell phone or campus phone. A reminder of this important reporting of an emergency will be issued annually by the UMass Boston Police Department.

The University of Massachusetts Boston has an emergency notification system in place to provide timely information and direction to students, faculty, staff, visitors, and other members of the campus community (hereafter referred to as "the campus community"). Upon confirmation of a significant emergency or dangerous situation involving imminent or immediate threat to the health or safety of the campus community, occurring on or immediately adjacent to the campus (hereafter referred to as "confirmed threat to the campus community"), emergency notifications will be sent without delay via the UMass Boston Alert System. A notification will not be delayed except when, in the professional judgment of responsible authorities, issuing the notification would compromise efforts to

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

assist a victim or to contain, respond to, or otherwise mitigate the emergency.

The decision to issue an alert without delay shall be decided by the Associate Vice Chancellor for Facilities Management for facilities-related incidents; the Chief of Police for all public safety issues, criminal incidents, and campus-wide evacuations; the Director of Environmental Health and Safety for hazardous materials incidents; or the Director of Emergency Management for severe weather incidents. Decisions are made on a case-by-case basis, in light of all the facts surrounding an incident or crime, including factors such as the nature of the incident/crime, the immediate or continuing threat to the campus community, and the possible risk of compromising law enforcement efforts.

The system has the capability to send alerts via email, cellular text message, cellular voice message, digital signage, PC desktop alerts (where available), campus TV screens, indoor Alert Beacons, outdoor rooftop speakers, and social media (official UMass Boston X and Facebook accounts), as well as the UMass Boston Smartphone Application. The Office of Communications is responsible for disseminating emergency information to the larger community beyond the campus, including through the university website and local news media.

Alerts sent to signal university closure due to a severe weather emergency will be sent by the Office of Communications as text messages, email and social media only. Severe weather closing information is also posted on the university website, main telephone line, UMass Boston Smartphone Application, and via local news media.

<u>Authority to Send Messages:</u>

- The Associate Vice Chancellor for Facilities Management/designee, Chief of Police/designee, Director of Environmental Health and Safety/designee, or Director of Emergency Management/designee may request an immediate initial alert be sent by UMB PD Dispatch if there is a “confirmed threat to the campus community.” The authority of each office to trigger an alert is limited to the area overseen by each respective office.

Position	Type of Emergency Authorized to Alert
AVC Facilities Mgt. (or designee)	Confirmed facilities emergency causing immediate threat to the campus community.

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

Chief of Police (or designee)	Confirmed public safety threat to the campus community.
Director of EHS (or designee)	Confirmed hazmat emergency causing immediate threat to the campus community.
Director of Emergency Management (or designee)	Confirmed weather emergency causing immediate threat to the campus community. (Not routine weather closing messages sent by Communications.)

- Departments authorized to request initial alerts may request alerts only for their particular area as noted above.
- Following the initial alert, Communications sends all follow up alerts and "all-clear" messages.
- Communications via email, text, voice, digital signage, PC desktop alerts, outdoor speakers, and social media. This office may also send an initial alert for campus closures due to inclement weather or utility outages. Communications often crafts and sends follow up messages during an emergency or incident.

Procedures:

Access to the system is managed by the Office of Emergency Management. A list of staff trained and authorized to send mass-notification alerts is posted in the UMass Boston Police Dispatch area and Administration and Finance. Positions trained include Director of Communications, Communications staff, Director of Emergency Management and all UMass Boston Police Dispatch Officers.

Emergency Alerts:
When there is a "confirmed threat to the campus community," Associate Vice Chancellor for Facilities Management, Chief of Police, Director of Environmental Health and Safety, or Director of Emergency Management (or designees) will immediately direct UMass Boston Police Dispatch or the Office of Communications to send an emergency alert. The initial alert may be sent using one of the pre-scripted template messages stored in the Alert System, or crafted at the time of the emergency as needed. Following an emergency alert, an "All-Clear" alert may be necessary, sent by Dispatch or Office of

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

Communications.

Process Steps:

1. Incident Commander (roles listed pg. 2 Authority to Send Messages) calls UMBPD Dispatch or Office of Communications to send emergency alert right away.

2. When possible, the position in charge of incident (Chief of Police/designee, Associate Vice Chancellor for Facilities Management/designee, Director of Environmental Health and Safety/designee, or Director of Emergency Management/designee) sends an update email to Vice Chancellor of Marketing and Engagement (VCME), Vice Chancellor of Student Affairs (VCSA), VCAF, Associate Vice Chancellor for Student Affairs, and Director of Emergency Management.

3. VCME and VCSA will contact the Chancellor

4. VCSA will notify the University Cabinet

Community Advisories

Community Advisories are notices to the community that a crime, which may pose a continuing threat, has been committed on or around campus. Community Advisories, under the Clery Act, will be sent as email broadcasts, and if necessary, may be sent in conjunction with a text message. Template email attached to this document.

A Community Advisory will be considered when a Clery Act crime occurring within the University's Clery geography is reported to UMBPD, another campus security authority, or a local law-enforcement agency and is determined by the University to represent a serious or continuing threat to students and employees. The determination is made on a case-by-case basis by the Chief of Police or designee, based on the information available at the time. The warning is issued as soon as pertinent information is available, in a manner that is timely and that will aid in the prevention of similar crimes.

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

Community Advisories will withhold the names and other identifying information of victims. A delay between the date an incident occurs and the date it is reported does not by itself eliminate the need for a Community Advisory; the University will still evaluate whether the circumstances indicate a serious or continuing threat. The University is not required to issue a Community Advisory based on a crime reported to a pastoral or professional counselor, as provided at 34 CFR 668.46(e)(2). Where the same circumstances require an emergency notification, the University is not required to issue a separate Community Advisory, provided it follows its emergency-notification procedures, but it must provide adequate follow-up information to the community as needed, as provided at 34 CFR 668.46(e)(3).

Once the Chief of Police or designee determines that a Community Advisory is required, the Office of Communications shall disseminate the warning without avoidable delay. Administrative consultation and notification may occur concurrently but shall not be a prerequisite to issuance.

Process Steps:

1. Chief sends warning request to Director of Communications cc'ing VCME, VCSA, VCAF, Associate Vice Chancellor for Student Affairs, and Emergency Manager

2. VCME and VCSA contact Chancellor

3. Director of Communications and Chief finalize message

4. Director of Communications sends Community Advisory message

5. VCSA will notify the University Cabinet

Training:
The Chief of Police or designee and Director of Communications shall designate individual staff members to receive UMass Boston Alert System training provided by the Director of Emergency Management. Refresher training and drills shall occur each semester or when new technologies require additional training. These regularly scheduled training of personnel shall be documented by the Director of Emergency Management. The Chief of Police shall mandate regular training of UMass Boston Police Staff conducted by the Director of Emergency Management. UMass Boston Police Dispatchers log into the RAVE Emergency Alert System at the start of each shift.

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

Once a month, each Dispatcher will send out a test alert template message to an internal list within the UMass Boston Police Department, testing their ability to login and send out an alert.

Testing/Maintenance:

The system shall be maintained by testing all modalities and verification through Information Technology, and the Office of Emergency Management. There shall be at least one scheduled campus wide test during each quarter. During each alert system test, Emergency Management, UMB PD, and Student Affairs Technology Services will test the University Hall Lockdown Button System. Each test and follow-up will be documented in accordance with the Clery Act. In coordination with scheduled system testing, the Office of Communications shall conduct a quarterly review of all pre-scripted emergency alert templates to ensure accuracy, clarity, and alignment with current best practices and institutional needs. Documentation of each test shall include a description of the exercise, the date and time it was held, and whether it was announced or unannounced. The University will publicize its emergency response and evacuation procedures in conjunction with at least one test each calendar year.

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

Definitions:

- ENS – RAVE- UMass Boston Alert System
  UMass Boston's Emergency Notification System (ENS), contracted from Rave Wireless, is hereafter known as the "UMass Boston Alert System." The system is capable of issuing emergency alerts by text, email, voice, digital signage, PC pop ups, outdoor speakers, and via social media.

- Emergency Alert
  An emergency alert is an urgent communication warning upon confirmation of a significant emergency or dangerous situations involving imminent or immediate threat to the health or safety of students or staff occurring on or immediately adjacent to the campus (hereafter referred to as "confirmed threat to the campus community"). Emergency alerts are sent via the UMass Boston Alert System. An example of a threat requiring an emergency alert would be an active shooter or hurricane/tornado warning. Weather emergencies that warrant cancellation of classes and events will be signaled by text messages and social media.

- Broadcast Emails
  When conditions do not warrant the issuance of an emergency alert, the University may send information in the form of a Broadcast Email. Email broadcasts may be sent either through the University Outlook email system or as UMass Boston Alert System emails.

- Community Advisory:
  Community Advisories are notices to the community that a crime, which may pose a serious or continuing threat, has been committed on or around campus. The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) is the landmark federal law, originally known as the Campus Security Act, that requires colleges and universities across the United States to disclose information about crime on and around their campuses. The Act is enforced by the United States Department of Education. Crimes subject to Clery reporting and timely-warning consideration are listed at 34 CFR 668.46(c)(1); definitions for those offenses appear at 34 CFR 668.46(a), 34 CFR 668.46(c)(9), and Appendix A to Subpart D of Part 668. Hazing was added as a reportable category by the Stop Campus Hazing Act of 2024; the implementing regulations have not yet been amended to reflect it.

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

- Shelter in Place

  There may be a need to advise the community to shelter in place via text alert. If you are told to shelter in place, seek shelter inside a building and remain inside until the danger passes. Shelter in place is used when evacuating a building would cause greater risk than staying where you are. Shelter in place is the best approach for certain chemical releases where the doors and windows are closed and the ventilation, heating and cooling systems are shut down. During high winds or tornadoes, it's often safest inside a solid building where you can stay away from windows. In place protection can also be a good approach if there is an active threat outside, especially if you can lock your space. However, getting out if you can do so safely is always your best option.

- University Hall Lockdown Button System

  University Hall has a classroom emergency lockdown button system. These buttons when pushed, lock the door to the room in which you are located from the outside. The button also triggers a silent alarm that instantly notifies UMass Boston Police of a threat situation at the location where the button was pushed.

Oversight Department: Vice Chancellor for Administration and Finance
Responsible Party within Department: Director of Emergency Management
Monitoring: Quarterly reports, and training
Authority: Clery Act, DOC. T99-060, Passed by the UMass BOT 8/4/99, revised 12/14/11. University of Massachusetts Emergency Management and Business Continuity and Planning Policy
Related Documents:

- Quarterly Report Format
- Pre-scripted Emergency Alerts

University of Massachusetts Boston
Administration and Finance
100 Morrissey Blvd
Boston, Massachusetts 02125
(617) 287-5100

SAMPLE: UMass Boston Alert System Quarterly Report

1. System Enrollment

New users during this period 5,130

81.43% of all enrolled have input at least one mobile contact

2. Activations:

05/04/26 11:59 AM Everyone 2 CAMPUSWIDE ALERT TEST (ALL SYSTEMS/MODALITIES)

Performance Summary

Alert Summary : 2 CAMPUSWIDE ALERT TEST (ALL SYSTEMS/MODALITIES)

Back to Alert Reports

Sent by: Pagan, Luis
Sent On : May 04, 2026 - 11:59:44 AM
Expires : May 04, 2026 - 12:59:44 PM

Opt-In Accounts Targeted: 0
Internal Users Targeted: 0

MODE	MODE PERFORMANCE
Text	Target Messages = 20350
	First Pass 18540 *00h 00m 39s*
	Overall 19468 *00h 17m 30s*
Email	Target Messages = 22983
	First Pass 22763 *00h 00m 24s*
	Overall 22763 *00h 00m 26s*
Voice	Target Messages = 19022
	Overall 17939 *00:10:11*
RSS	**Status:** Completed **Target** http://content.getrave.com/rss/umb/channel1

Sample: ENS Template Emergency Messages

*Alerts listed are an example of a by building/parking lot alert (LOCATION LIST BELOW). These alerts have a template for every UMB building, parking lot, and includes neighboring sites like EMKI, JFK, JFK MBTA, MA Archives, and BC High. Some templates are specific to campus buildings (ex. Fire, HazMat) and do not include offsite locations that are not owned by UMB.

ALL CLEAR – GENERAL Previous Alert Cancelled
UMass Boston Alert: All Clear. The previous alert has been cancelled. See the UMass Boston website for further information.

All Clear – Public Safety Threat
UMB Emergency Alert: Police have reported the incident on campus all clear. There is no ongoing threat to the community.

ALL CLEAR SHELTER IN PLACE – CAMPUS WIDE
UMB Emergency Alert: Shelter in place alert ALL CLEAR. Thank you for your cooperation

All Clear – HAZMAT INCIDENT
UMass Boston Alert: Hazardous materials incident resolved. No release of chemicals; no injuries. All clear.

ALL CLEAR - TORNADO
UMass Boston Alert: Tornado Warning lifted. All clear. Resume normal activities.

Campus Closed and Classes Cancelled
UMB Emergency Alert: Classes and activities are canceled for the evening.

GENERAL FOLLOW UP Active Threat Emergency Message
UMB Emergency Alert: Campus threat still active. Follow previous instructions to avoid area or evacuate if safe. Threat is active until an all clear alert.

ACTIVE SHOOTER – Campus Center*
UMB Emergency Alert: Gun shots reported in the Campus Center. Avoid area. Emergency personnel responding. If in the affected location, evacuate safely if you can. If evacuation is not possible, take cover and/or take action to protect yourself.

THREAT (Evacuate) – Campus Center*
UMB Emergency Alert: A potential threat has been reported in the Campus Center. Evacuate the Campus Center and stay clear of area until further notice.

CAMPUSWIDE ALERT TEST
UMass Boston Alert: This is a test of the UMass Boston Alert System. In an emergency, this alert would contain pertinent information. This is only a test.

CAMPUSWIDE Evacuation (Standard)
UMass Boston Alert: Campus-wide evacuation. Leave campus immediately following instruction from public safety. More info to follow.

CAMPUSWIDE Evacuation (Walking)
UMass Boston Alert: Evacuate campus immediately. Quickly begin a non-vehicular evacuation off campus grounds. More info to follow.

Facilities Incident- Campus Center*
UMass Boston Alert: Facilities incident in/near Campus Center. Avoid area. More information to come.

Fire- Campus Center*
UMass Boston Alert: The Campus Center has been evacuated for a fire. Avoid area. Officials are on scene.

HAZMAT INCIDENT- Campus Center*
UMass Boston Alert: Hazardous Materials reported in the Campus Center. Evacuate building. Avoid area.

HAZMAT INCIDENT- ALL CLEAR
UMass Boston Alert: Hazardous materials incident resolved. No release of chemicals; no injuries. All clear.

HURRICANE CLOSING
UMass Boston Alert: Due to Hurricane, the campus is closed. All activities and classes are canceled. Check www.umb.edu for updates.

Police Incident- Campus Center*
UMass Boston Alert: Police incident in/near Campus Center. Avoid area. More information to come.

Public Safety Threat – Campus Center*
UMB Emergency Alert: Public Safety threat in/near Campus Center. Avoid area. If you are in the affected location evacuate safely if you can. If evacuation is not possible, take cover. As a last resort, take action to protect yourself.

SHELTER IN PLACE – CAMPUSWIDE
UMB Emergency Alert: Find a safe location indoors and stay there until the all clear message is sent. Emergency personnel responding.

Shelter in Place – Residential Hall East
UMB Emergency Alert: An emergency situation has been reported in or near Residential Hall East. All residents are instructed to SHELTER IN PLACE immediately. Stay in your rooms and lock doors. Law enforcement responding.

Shelter in Place – Residential Hall West
UMB Emergency Alert: An emergency situation has been reported in or near Residential Hall West. All residents are instructed to SHELTER IN PLACE immediately. Stay in your rooms and lock doors. Law enforcement responding.

TORNADO WARNING
UMass Boston Alert: Tornado Warning. Seek shelter indoors, away from windows. Wait for all clear signal.

WEATHER CLOSING
UMass Boston Alert: Weather Emergency -- The University is closed “February 5”. Classes and activities are cancelled. See www.umb.edu for more information.

WEATHER DELAYED OPENING
UMass Boston Alert: Weather Emergency -- Delayed opening. The university will open at 11 a.m.

WEATHER EARLY CLOSING
UMass Boston Alert-Weather Emergency. Early Closing. The university will close as of 3 p.m. All afternoon and evening classes cancelled.

Community Advisory Vs. Emergency ALERT

The Clery Act requires institutions of higher education to maintain two types of alerting systems for separate and distinct purposes. Below is a table breaking down the distinctions between these two types of notifications. UMBPD and Communications should use this resource to understand which alert should be sent depending on the circumstances of the incident in question.

	Community Advisory	**Emergency Alert**
When should this alert be sent?	When Clery crimes reported to a campus security authority or local law enforcement pose a serious or ongoing threat to the campus community	When there is confirmation of an immediate threat to the health and safety of the campus community (Active Threat – Gun Shots Reported, Public Safety Threat, Police Incident where for their safety people need to take action - avoid area (Bomb Threat, HazMat release etc.…)
Does the location of the incident matter?	Within Clery geography on campus, or in close proximity to campus that pose an ongoing threat	On-campus emergencies or close proximity that pose a serious immediate threat
What should this alert contain?	Date, nature, location of incident, how to report a similar occurrence	Information about the nature of the emergency and what changes one needs to make immediately as a result; evacuation procedures if necessary; avoid area, shelter in place. Assurance that an all-clear will be sent when emergency is over
Who should receive this alert?	Must reach entire campus community	Entire community. Can be segmented, if appropriate (special event list etc.)
How is a determination made to send the alert?	Case-by-case analysis if the factors above are present	Based on discretion of Incident Commander. Must always be sent if threat to community. Procedure in place (UMass Boston Alert System Policy) to confirm whether a significant emergency exists.
Who issues the alert?	An individual or office with authority and capability to issue campus-wide communication (Communications/ UMBPD)	An individual or office with authority and capability to issue campus-wide communication (UMBPD, Communications) – NO DELAY
How should it be disseminated?	Most commonly email only	Emergency Alert System (text, email, voice, TV Screens, Computers) - Depending on time of day and emergency, we also have HPSA outdoor speaker system

Community Advisory Email Template

Subject Line: UMass Boston Police and Public Safety Community Advisory: **[*Add Incident Title Details Here*]**

UMass Boston Community Advisory:

When issues of concern arise that may affect the UMass Boston campus and in compliance with the Clery Act, it is our practice to inform our community through a Public Community Advisory

[INSERT INFORMATION ABOUT INCIDENT]

If you have any information that could assist in the case, please contact the UMass Boston Police Department at 617.287.7777 or email public.safety@umb.edu.