

EMERGENCY RESPONSE

COMMUNICATION IN AN EMERGENCY

In the event of an emergency affecting Alverno College, we will communicate in multiple ways so that you receive messages in a timely manner. Emergency notifications are limited to such things as severe weather alerts, emergency building concerns, intruders or pandemic outbreak. We currently use the following means of communication: Alverno email; announcements on Alverno's home page (alverno.edu) and campus digital signs; voice mail and text messaging to phone numbers registered on Rave Alert, an emergency communication service for colleges and universities; campus announcements and/or bullhorns; pop-up messages on Alverno computers. Severe weather updates impacting campus operations will also be shared through local media stations.

Emergency Voice and Text Messaging

Alverno automatically enrolls all students, faculty and staff to receive emergency notification by voice and/or SMS text messaging. Those who are registered will receive a voice message and/or a text message within minutes of it being sent. The system is tested once a semester.

Frequently Asked Questions about Rave Alert

1. I just got my Alverno email address –OR– I just got my Alverno ID number. How soon will I be registered in Rave Alert? Students will be automatically registered in Rave Alert at the start of each semester. Employees will be registered for Rave Alert shortly after starting employment.
2. How can I see which phone numbers will be called and/or will receive text messages? Login to Rave Alert at <https://www.getrave.com/login/alverno> (<https://www.getrave.com/login/alverno/>) with your Alverno network user name and password; You will see the phone numbers for Mobile Phones and Voice Only Line Contacts on your My Account page.
3. How do I change or correct my phone numbers? Login to IOL at <https://iol.alverno.edu> with your Alverno network username and password; On the Students, Faculty or Employees menu, click Update Name and Address; Click Launch Form; In the Address Changes section of the form, enter your new or corrected home or cell phone number; Scroll down and click Submit Changes.
4. How can my parent sign up to receive emergency phone messages? Login to Rave at <https://www.getrave.com/login/alverno> (<https://www.getrave.com/login/alverno/>) with your Alverno network username and password; Click the Add link after Mobile Phones or Voice Only Line Contacts on your My Account page; Follow the prompts to add and confirm a parent's phone number.
5. I do not want to receive emergency text messages? How do I stop receiving texts? Login to Rave at <https://www.getrave.com/login/alverno> (<https://www.getrave.com/login/alverno/>) with your Alverno network username and password; Click the red minus (delete) icon for the Mobile Phones number you want to remove. OR – Once registered, you can opt out of SMS messages at any time by texting STOP to 67283 or 226787.
6. I do not want to receive emergency voice messages. How do I stop receiving calls? Login to Rave at <https://www.getrave.com/login/alverno> (<https://www.getrave.com/login/alverno/>) with your Alverno network username and password; Click the red minus sign for the Voice Only Line Contact number you want to remove.

EMERGENCY COMMUNICATION FROM FAMILY

If there is an emergency and someone at home needs to reach you on campus, they may call the Information Desk at 414-382-6000. Campus Safety will use your class schedule to locate you. If you anticipate an urgent call for any reason, notify the Information Desk to facilitate reaching you.

EMERGENCY MEDICAL EVALUATION OR TREATMENT AND RETURN TO CAMPUS

Any student who has needed emergency medical evaluation or treatment, or has been transported from the campus by emergency medical personnel, must meet with Student Development and Success or a designated representative prior to returning to class. The discussion will include: Your treatment staff responsible for your ongoing care Your plan for your safety, including resources for you for 24 hour care in case you need that in the future Statement from your treatment provider confirming you are well enough to continue in your classes and live in the residence hall (if applicable).

Contact Campus Safety with any questions or concerns security@alverno.edu