



### **What is NCC ALERTS?**

NCC ALERTS is the Nashua Community College emergency notification system that will help ensure rapid and reliable mass communication to NCC faculty and staff. Like NCC, each of our campuses has their own version of the ALERTS system which will notify their students, faculty and staff of emergencies on their campus. The NCC ALERTS system is designed to communicate with **cell phones (via text and voice messages), landlines, and e-mail systems**, should there be a crisis, emergency situation or weather closure/delay.

**NCC faculty and staff** will be automatically registered by the Human Resources department using your latest emergency contact information. You should also notify Human Resources if your contact information changes.

**NCC ALERTS** is just one method the NCC will use to communicate information during an emergency. NCC will continue to use a variety of other notification methods as appropriate.

### **Frequently Asked Questions**

#### **What should I do when I receive a NCC emergency message?**

There are three things you should do when you receive an emergency notification message:

1. Read/Listen to the message - don't ignore it!
2. Alert other people. Other faculty and staff may have their cell phones turned off. Let your coworkers know about the alert. It's very important to help spread the word.
3. Follow any instructions given with the message. The instructions will be direct and specific to the particular situation. Be sure to follow them carefully. If the situation requires it, additional messages will be transmitted to update you.

#### **How can I be sure my telephone number won't be given out?**

The information you provide for NCC ALERTS belongs to the NCC. Our vendor (Connect-ED) ensures that none of your cell phone or e-mail information will be sold, offered or shared in any way with anyone. It's against federal law for them to share or sell personal information.

#### **Do employees need to register to activate this service?**

No. All NCC employees are automatically registered for the NCC ALERTS service once you return the completed Employee Data Sheet to the Human Resources Department. Keep in mind the reliability of the NCC ALERTS system is dependent on the accuracy of the contact information you provide – please keep Human Resources updated with any changes in your contact information.

#### **Does this mean that I should leave my cell phone on during meetings?**

Yes. While all NCC faculty and staff are enrolled in the NCC ALERTS system, you can only be notified of an emergency if your cell phone is on (or you are checking your email during the meeting).

#### **How much does NCC ALERTS cost?**

There is no charge for the NCC ALERTS service – the total cost is covered by the CCSNH and NCC. However, costs associated with text messaging are dependent on the phone plan you are on. Some phone plans apply nominal charges for text messages which NCC ALERTS will not reimburse, so be sure to check your cell phone contract.

**What if I change my cell phone service provider?**

Typically, when you change cell phone providers, but keep your existing cell phone number, it is considered “ported,” and Human Resources will not need to be notified of this change. If for some reason your cell phone number changes during a service provider change then you will need to report your new cell phone number to Human Resources.

**What if I change my cell phone number or my e-mail?**

Any time you have changes in your contact information you should notify Human Resources.

**Will I receive unsolicited messages ("SPAM") on my cell phone or e-mail account?**

No. NCC ALERTS and Connect-ED will not sell your contact information to third party marketers.

**How do I stop receiving NCC ALERTS?**

The NCC Human Resources department will add/delete staff from the service when there is a change in employment status.

**What if I need help changing my contact information or have other questions about the NCC ALERTS service?**

Please contact your Human Resources department.

**\*Disclaimer**

CCSNH on behalf of NCC has retained a vendor (Connect-ED) to provide emergency notification services to those who request it. Both CCSNH and the vendor will attempt to provide accurate information and appropriate instruction in a timely manner using the contact information you have provided. By registering for these services, you recognize and agree that neither CCSNH nor the vendor will be held liable in the event of a failure to provide notice or in the event that inaccurate information or faulty instructions are given. CCSNH reserves the rights to use emergency contact information for the critical business of the college but only after other methods of contact have failed. CCSNH and the vendor will not share, sell or otherwise provide your information, without your permission, to any other person or entity.