MERCY UNIVERSITY, NEW YORK

Regroup

MERCY UNIVERSITY SWITCHED TO REGROUP MASS NOTIFICATION FROM A STATE-SPONSORED ALERT SYSTEM BECAUSE OF ITS FLEXIBILITY.

Mercy University needed a mass notification solution for both day-to-day communications and emergency alerts. It wanted a system that was easy to use and flexible enough for everything from weather-related announcements to alerts regarding potential violence against its faculty, staff or students. It switched to Regroup Mass Notification from a state-sponsored alert system because of its flexibility.

With a main campus in Dobbs Ferry and branches around the New York City area, Mercy is a private university with more than 11,000 students that is praised for both its cultural diversity and financial value.

In 2019, Mercy began leasing the College of New Rochelle's main campus and three of its former branches, bringing in another 1,700 students over four campuses.

The university needed a flexible, easy mass notification system. It hired Regroup and in partnership created the white-label Mercy Alert system. Every Mercy University email is added to the Mercy Alert system. Mercy community members can also add other emails and an unlimited number of phone numbers, as well as set preferences on how communication should be received, whether via voice or text.

THE UNIVERSITY NEEDED A FLEXIBLE, EASY MASS NOTIFICATION SYSTEM. IT HIRED REGROUP AND IN PARTNERSHIP CREATED THE WHITE-LABEL MERCY ALERT SYSTEM.

EMERGENCY PREPAREDNESS PAYS OFF

WHAT MERCY UNIVERSITY AND OTHER REGROUP CLIENTS HAVE FOUND IS THAT EMERGENCY PREPAREDNESS CAN POSITION THE INSTITUTION TO PREPARE FOR THE UNEXPECTED.

The very nature of emergencies, including suspected potential violence, is unpredictability. By having a system in place that can keep people safe and informed during a blizzard, the university can also alert all concerned parties about potential violence.

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"We have used Mercy Alert for weather-related issues, primarily snow delayed openings/early dismissals/closings," says Konrad Motyka, the Executive Director for Campus Safety & Emergency Management.

"In 2018, however, we used the system to initiate a campus lockdown following police reports of a possible violent offender with a knife on campus. The report was not substantiated and we issued an all clear following a police sweep of a particular building."

FLEXIBLE TO USE, ONGOING SUPPORT

MERCY'S CAMPUS SAFETY AND EMERGENCY MANAGEMENT OFFICE SAYS REGROUP'S EASE-OF-USE AND FLEXIBILITY ARE ITS BEST ATTRIBUTES

The campus safety and emergency management office also participated in a Regroup training on Templates for Emergencies. With templates, organizations of any size can send out emergency notifications with just two taps from any device. Regroup offers ongoing support, communications, webinars and training to all of its clients on a wide range of topics such as best practices and preventing workplace violence.

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Without Regroup, Mercy's communications would have had to rely on mass emails, and posting on its own campuses' websites and social media. "This would have been time consuming because everything would have to be done individually as opposed to simultaneously and it would not have allowed for SMS alerts," Motyka says.

THE BEST-IN-CLASS SERVICE FOR STUDENTS, PARENTS, STAFF, FACULTY AND EMERGENCY SERVICES

EMERGENCY NOTIFICATION SOLUTIONS FOR HIGHER EDUCATION

Enhance crisis communications and mitigate the risks of active shooters, severe weather, and other critical events that endanger your community. With Regroup, you can send alerts to thousands of students, faculty, and staff in seconds.

AUTOMATE CRITICAL NOTIFICATIONS

Regroup offers automated alerts from the Integrated Public Alert & Warning System (IPAWS), NOAA, National Weather Service (NWS), and more.

REACH YOUR ENTIRE CAMPUS

Send messages via email, text/SMS, and voice calls, and integrate Regroup with desktop alerts, Help Point towers, fire and PA systems, digital signage, outdoor sirens, and more.

ALERT SPECIFIC LOCATIONS

Our geofence technology allows you to alert a specific location, and even notify people outside of the area to stay away.

EASY OPT-IN, FREE MOBILE APP

Regroup's free Mobile App makes it easy for students and faculty to opt-in for notifications and receive them wherever they go.

CRITICAL TWO-WAY COMMUNICATIONS

Witnesses and first responders can send important information and updates from the scene to improve response time to the emergency.

REGROUP FOR DAY-TO-DAY CAMPUS NOTIFICATIONS

Regroup allows your various departments to create unlimited groups and admins in order to communicate daily information better than ever before. Our seamless integrations and easy-to-use platform make Regroup a tool that you'll use every day.

WEATHER CLOSURES & DELAYS
Automatically provide advance warning of severe weather closures or delays with National Weather Service and NOAA notifications.

STUDENT & FACULTY UPDATES
Quickly and easily notify students about tuition balances, registration updates, and more while keeping faculty informed too.

EVENT REMINDERS
Send reminders of social, academic, and athletic events to relevant groups to increase community engagement.

Learn More

Our platform was built to be robust and reliable, for every device and application. Combine that with our training and 24-hour client support and it's easy to see why Regroup is an award-winning mass notification solution.

SCHEDULE A DEMO

To see Regroup in action, schedule a customized demonstration at
www.regroup.com/demo