

### **Sandburg Text Message Notification**

As a student at Carl Sandburg College, by sharing your phone number with us, you are initially set to receive text notifications (opted in).

Text message status is maintained by individual offices on campus. Offices that may communicate with you by text message include Admissions, Financial Aid, Advising & Counseling, Foundation, Tutoring Center, Student Life, Library, etc.

Carl Sandburg College does not share your phone number with outside entities, unless required by law.

### **Education use of text messages**

Texting is reserved for information that is considered beneficial or time-sensitive. The categories of permitted texts include:

- a. Crisis and emergency notifications when health and safety is a concern, or when there are significant disruptions to College operations;
- b. due date reminders from financial aid and admissions;
- c. scheduling reminders for appointments;
- d. notifications and outreach regarding academic progress;
- e. upcoming Sandburg-related events; and
- f. special announcements

### **Message & Data Rates**

All costs associated with sending or receiving a text message are the responsibility of the individual. Carl Sandburg College does not charge students for text messages. However, message and data rates ("Msg&Data") may apply from your wireless carrier.

### **Opt-Out/Opt-In Procedure**

You may Opt-Out of text messages by sending STOP to any message received. The opt-out process occurs by individual department, not campus-wide. For example, if you do not wish to receive messages about Financial Aid, then reply STOP to any Financial Aid text message. You will still receive messages from Registration, Student Life, etc., but no further messages from Financial Aid.

You will receive a confirmation message notifying you of the Opt-Out. No additional text messages will be sent unless you reactivate your subscription.

Students may not opt out of crisis and emergency notifications when health and safety is a concern, or when there are significant disruptions to College operations.

If you wish to OPT back in, please email [studentservices@sandburg.edu](mailto:studentservices@sandburg.edu) and indicate which department's messages you wish to receive.

### **Additional Questions or Concerns**

All users with questions or concerns can reach Sandburg by texting **HELP** to ????? or by calling (309) 341-5237.

If you have any questions about this policy or anything related to our Texting Terms and Conditions, please contact Student Services at (309) 341-5237 or [studentservices@sandburg.edu](mailto:studentservices@sandburg.edu).