

PROCEDURE 2.44.0: TEXT MESSAGE COMMUNICATIONS

Sandburg text-message notifications

As a student at Sandburg, you're initially set to receive text notifications (opted in) when you provide your phone number.

Text message status is maintained by individual departments on campus, including admissions, financial aid, advising & counseling, Foundation, tutoring center, student life, library, etc.

Sandburg doesn't share your phone number with outside entities, unless required by law.

Text messages usage

Texting is reserved for information considered beneficial or time sensitive, including:

- Crisis and emergency notifications when health and safety is a concern, or when there are significant disruptions to college operations
- Due-date reminders from financial aid and admissions
- Scheduling reminders for appointments
- Notifications and outreach regarding academic progress
- Upcoming Sandburg-related events
- Special announcements

Message & data rates

All costs associated with sending or receiving a text message are the responsibility of the individual. Sandburg doesn't charge students for text messages; however, message and data rates may apply from your wireless carrier.

Opt-out/opt-in procedure

You can 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 don't wish to receive messages about financial aid, then reply STOP to any financial aid text message. You'll still receive messages from registration, student life, etc., but no further messages from financial aid.

You'll receive a confirmation message notifying you of the opt-out. No additional text messages will be sent unless you reactivate your subscription.

If you want to opt back in, email studentservices@sandburg.edu, and indicate which department's messages you want to receive.

Students cannot opt out of crisis and emergency notifications when health and safety is a

concern or when there are significant disruptions to college operations.

Additional questions or concerns

All users with questions or concerns, call 309.341.5237.

If you have any questions about this policy or anything related to Sandburg's texting terms and conditions, contact Student Development at 309.341,5237 or studentdevelopment@sandburg.edu.

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