

UTC HOUSING AND RESIDENCE LIFE

SMS TEXT MESSAGING POLICY, PRIVACY DISCLOSURE, AND CONSENT FORM

Purpose

The Department of Housing and Residence Life at the University of Tennessee at Chattanooga (UTC) uses Short Message Service (SMS), commonly known as text messaging, to share important information with students and, when applicable, parents or guardians, as well as other authorized individuals. Messages may include housing operations, residence life programs, student support services, campus safety information, deadlines, and other housing-related updates.

This policy establishes the terms and conditions for participation in Housing and Residence Life SMS communications.

SMS Opt-In and Consent

Individuals may opt in to receive SMS messages from Housing and Residence Life by:

- Selecting the SMS consent checkbox on a housing application, contract, room selection form, waitlist request, information request form, event registration form, communication preferences form, or other Housing and Residence Life online form.
- Providing a mobile phone number and selecting an option to receive text messages through a university-managed platform.
- Providing verbal consent to a Housing and Residence Life staff member during a phone, virtual, or in-person interaction.

Consent to receive SMS messages is optional and is not a condition of applying for housing, participating in room selection, maintaining a housing assignment, receiving housing services, participating in residence life programs, or attending UTC.

By opting in, the subscriber agrees to receive automated and non-automated text messages related to:

- Housing application and contract updates.
- Waitlist communication and status updates.
- Residence hall opening and closing information.
- Room selection and assignment notifications.
- Maintenance and facilities notifications.
- Health and safety communications.
- Residence Life programming and engagement opportunities.
- Emergency housing-related information.
- Other Housing and Residence Life operational communications.

SMS Privacy Disclosure

Mobile phone numbers and SMS opt-in consent are collected solely for the purpose of delivering the text messages described at the time of opt-in. SMS opt-in data, consent records, and mobile telephone numbers will not be sold, rented, shared, transferred, or disclosed to third parties or affiliates for marketing or promotional purposes.

The University does not share text messaging originator opt-in data or consent with third parties, except with trusted service providers that assist us in delivering SMS communications and related support services.

Housing and Residence Life will manage and protect personal information in accordance with applicable UTC policies, privacy practices, and legal requirements.

Message Frequency

Message frequency may vary based on your housing status, participation in university housing processes, residence hall assignment, and communication preferences.

Opt-Out

A subscriber may opt out of receiving text messages from Housing and Residence Life at any time by replying STOP to any message.

After receipt of a subscriber's opt-out request, the subscriber may receive a one-time confirmation message acknowledging the subscriber's removal from the text messaging program.

Help and Support: Text HELP for help.

For additional assistance, contact:

Housing and Residence Life

University of Tennessee at Chattanooga

Phone: (423) 425-4304

Email: housing@utc.edu

Website: [Housing and Residence Life](https://www.utc.edu/housing) (<https://www.utc.edu/housing>)

Mobile Number Responsibility

By opting in, the subscriber confirms that they are the authorized user or account holder of the mobile telephone number provided.

Subscribers are responsible for ensuring that their mobile number remains current and accurate. Changes to a subscriber's mobile number should be submitted promptly through applicable University systems or by contacting Housing and Residence Life.

Message and Data Rates

Standard message and data rates may apply. Subscribers are responsible for any charges assessed by their wireless provider for sending or receiving text messages.

Housing and Residence Life does not charge a separate fee for participation in the SMS messaging program.

Delivery Disclaimer

Message delivery depends on the effective transmission of messages by wireless carriers and network providers.

Housing and Residence Life and UTC are not responsible for delayed, failed, or undelivered messages resulting from carrier limitations, network outages, technical issues, or circumstances beyond the University's control.

Wireless carriers are not liable for delayed or undelivered messages.

Carrier Availability

Text messaging services may not be available on all wireless carriers or mobile devices. Carrier participation may vary and is subject to change without notice.

Program Modification or Termination

Housing and Residence Life reserves the right to modify, suspend, or discontinue all or part of the SMS messaging program at any time and without prior notice.

Participation may be suspended or terminated if a subscriber violates these terms or if the University determines that continued participation presents operational, security, or compliance concerns.

Changes to This Policy

Housing and Residence Life may update this policy periodically to comply with legal, regulatory, operational, or technology requirements.

Changes become effective upon publication. Continued participation in the SMS messaging program constitutes acceptance of any revised terms.

HOUSING AND RESIDENCE LIFE SMS CONSENT

☐ I agree to receive text messages from UTC Housing and Residence Life regarding housing applications, contracts, room assignments, room selection, waitlist updates, residence hall operations, maintenance notifications, housing deadlines, student support resources, residence life programs and events, emergency notifications, and other housing-related communications.

By checking this box, I confirm that I am the authorized user of the mobile phone number provided and consent to receive automated and non-automated text messages from UTC Housing and Residence Life at that number. Message frequency may vary. Message and data rates may apply. Reply **STOP** to opt out or **HELP** for assistance.

Consent to receive SMS messages is optional and is not a condition of applying for campus housing, receiving housing services, or participating in Housing and Residence Life programs.

By opting in, I acknowledge that I have read and agree to the above Housing and Residence Life SMS Text Messaging Policy and Privacy Disclosure.