

SMS and Phone Terms of Service

By opting to receive SMS/text messages or by providing your phone number to Isothermal Community College for phone communications, you agree to these Terms of Service.

SMS Messaging Terms

Program Sponsor

The SMS messaging program described in these Terms is operated by Isothermal Community College.

SMS Program Description

You may receive SMS messages from Isothermal Community College that include informational and promotional content, such as:

- Admissions communications
- Application status updates
- Enrollment reminders
- Financial aid and student support communications
- Event reminders and participation details
- Campus announcements
- Program information
- Promotional messages regarding educational opportunities, programs, services, and events

These messages may be sent to prospective students, applicants, current students, alumni, donors, and other individuals who have requested communications from the College.

Message Frequency

Message frequency may vary and depends on your interactions with Isothermal Community College.

Individuals may receive multiple messages per week during active admissions, enrollment, event participation, student support activities, or other engagement processes.

Eligibility

By participating in this SMS program, you represent that:

- You are the authorized user of the mobile phone number provided.
- You have the authority to consent to receive SMS messages at that number.
- The information you provide is accurate and current.

Opt-In

You may opt in to receive SMS messages by:

- Providing your mobile phone number through website forms, applications, registrations, or other College forms and selecting the SMS consent option;
- Submitting an inquiry and explicitly agreeing to receive text messages, including by checking a consent box;
- Registering for an event and electing to receive SMS communications; or
- Providing consent through other communication channels where permitted by law.

By opting in, you provide express consent to receive SMS messages from Isothermal Community College, including messages sent using automated technology, AI-assisted systems, and/or prerecorded messages.

Consent to receive SMS messages is not a condition of enrollment, admission, employment, or purchase.

Opt-Out

You may opt out of receiving SMS messages at any time by replying STOP to unsubscribe.

After you send STOP, you will receive a confirmation message and will no longer receive SMS messages from Isothermal Community College unless you subsequently provide new consent through one of the College's approved opt-in methods.

Mobile Number Responsibility

You are responsible for providing an accurate and current mobile phone number.

If your mobile phone number changes, you agree to notify Isothermal Community College and update your contact information through appropriate College channels.

The College is not responsible for messages sent to a mobile phone number that has been reassigned to another individual or is no longer associated with you.

Help Instructions

For assistance, reply HELP.

You will receive instructions on how to obtain support.

You may also contact us directly:

Email: web@isothermal.edu

Message and Data Rates

Message and data rates may apply based on your mobile carrier plan and service agreement.

Carrier Disclaimer

Message delivery is subject to wireless carrier network availability and other factors outside the control of Isothermal Community College.

Supported carriers, message types, and compatible devices may vary.

Carriers are not liable for delayed or undelivered messages.

Service Availability

SMS communication services may not be available at all times or in all geographic locations and may be affected by carrier availability, network conditions, system maintenance, technical issues, or other circumstances beyond the control of Isothermal Community College.

Message delivery is not guaranteed.

Acceptable Use

You agree to use the SMS service only for lawful purposes.

You may not misuse, interfere with, disrupt, or attempt to gain unauthorized access to any messaging platform, communication system, or related technology operated by or on behalf of Isothermal Community College.

Privacy

Information collected through SMS communications will be handled in accordance with the College's Privacy Statement.

For more information, please review:

Privacy Statement: <https://www.isothermal.edu/manual/technology/privacy.html>

Changes to SMS Terms

Isothermal Community College may update these SMS Terms of Service from time to time.

Revisions will be posted on this page with an updated effective date.

Your continued participation in the SMS program following any revisions constitutes acceptance of the updated Terms.

Phone Communications Terms

Consent to Receive Calls

By providing your phone number to Isothermal Community College, you consent to receive phone calls from the College.

Calls may be made for informational or promotional purposes, including:

- Admissions and enrollment communications
- Application follow-ups and status updates
- Event reminders and participation details
- Student engagement and support services
- Financial aid communications
- Program information

- Promotional information regarding College programs, offerings, services, and opportunities

Consent to receive phone calls is not a condition of enrollment, admission, employment, or purchase.

AI-Assisted and Automated Calling

Certain communications may be conducted or supported by automated systems or AI-assisted technologies.

These technologies may be used to:

- Deliver prerecorded or partially automated messages
- Assist College representatives during live conversations
- Route calls efficiently
- Respond to inquiries
- Provide requested information

Where applicable, you may request to speak with a live representative

Call Recording and Monitoring

Phone calls with Isothermal Community College may be recorded and/or monitored for purposes including:

- Quality assurance
- Employee training and evaluation
- Recordkeeping
- Compliance
- Security purposes

By participating in a call, you acknowledge that calls may be recorded or monitored where permitted by applicable law.

Call Frequency

The frequency of phone calls may vary depending on your interaction with the College, including your inquiry status, application activity, enrollment process, event participation, or engagement with College programs and services.

Opt-Out of Phone Calls

You may opt out of receiving non-emergency phone calls at any time by:

- Informing the caller during a phone conversation;
- Contacting the College using the contact information below; or
- Following any opt-out instructions provided during the call.

The College will process opt-out requests in accordance with applicable law.

Withdrawal of consent will not affect communications that the College is legally required or otherwise permitted to provide.

Use of Information

Information collected during phone communications may be used to:

- Respond to inquiries and provide support
- Assist with admissions and enrollment processes
- Improve services and communication practices
- Maintain records of interactions
- Meet legal, regulatory, and institutional requirements

Service Availability

Phone communication services may be subject to interruption, delay, network limitations, maintenance, technical issues, or other circumstances beyond the College's control.

Call completion and availability cannot be guaranteed.

Educational Records (FERPA)

Educational records maintained by Isothermal Community College are subject to the Family Educational Rights and Privacy Act (FERPA) and other applicable laws governing student records.

Nothing in these Terms is intended to limit or modify rights provided under FERPA.

Questions regarding educational records, directory information, or FERPA rights should be directed to the Registrar's Office at registrar@isothermal.edu.

Privacy

Information collected through phone communications will be handled in accordance with the College's Privacy Statement.

For additional information, please review:

[07.08.01 Privacy Statement](#)

Governing Law

These Terms shall be governed by and interpreted in accordance with applicable federal law and the laws of the State of North Carolina.

Changes to Terms

Isothermal Community College may modify these Terms from time to time. Updates will be posted on this page with a revised effective date. Continued participation in SMS or phone communication programs after any updates constitutes acceptance of the revised Terms.

Contact Us

If you have questions regarding these Terms of Service, please contact:

Isothermal Community College
Marketing and Community Relations
P.O. Box 804, Spindale, NC 28160
web@isothermal.edu

Communications-related inquiries may be directed to the appropriate College office for review and response.

Policy Number: 07.08.02

Cross-reference:

- [Privacy Statement](#)
- [College Records](#)
- [Student Records - FERPA](#)

Adopted: September 19, 2026

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