Status **Active** PolicyStat ID **20143775**

Origination	3/14/2026
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Last Revised	3/14/2026
Next Review	3/13/2029
Owner	Clint Ewell: Chief Operating Officer
Area	5.0 Administrative Services

Messaging and Voice Communications Terms of Service, 5.41(Interim)

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PURPOSE

In alignment with Yavapai College's commitment to integrity, responsible stewardship of technology, and clear communication, this operational policy establishes the terms governing SMS text messaging and voice communications with prospective students, students, and other individuals interacting with the College. This policy outlines consent requirements, the use of automated or AI-assisted technologies, opt-out procedures, and privacy protections to ensure that messaging and voice communications are conducted in a transparent, secure, and legally compliant manner. All communications will comply with applicable federal and state laws, including telecommunications and privacy regulations.

POLICY APPLICATION

This policy applies to all prospective students, students, employees, and other individuals who provide a phone number to Yavapai College and consent to receive SMS text messages or voice communications from the College. It also applies to all College departments, employees, agents, and authorized vendors responsible for initiating, managing, or overseeing SMS and voice communications on behalf of Yavapai College.

OPERATIONAL POLICY

OVERVIEW

These Terms govern your receipt of SMS text messages and voice calls from Yavapai College ("we," "us," "our") related to admissions, enrollment, application status, account activity, and event notifications.

By providing your phone number and opting in, you consent to receive communications as described below. Consent is not a condition of enrollment or participation.

SMS Text Messaging

Program Description
By opting in, you agree to receive informational and transactional SMS text messages related to your interaction with us. Message frequency varies.

Message and Data Rates
Standard message and data rates may apply based on your carrier plan.

Opt-Out
Reply STOP to any SMS message to opt out. For help, reply HELP.

VOICE CALLS (LIVE OR AUTOMATED)

Program Description
You may receive voice calls from us related to admissions, enrollment, account activity, or event notifications. Calls may be placed by live representatives or through automated systems, including prerecorded or text-to-speech messages.

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Opt-Out
You may opt out of voice calls at any time by:
Following the opt-out instructions provided during the call, or
Contacting us at Element451@yc.edu

USE OF AUTOMATED OR AI-ASSISTED TECHNOLOGIES

We may use automated technologies, including artificial intelligence, prerecorded messages, or text-to-speech systems, to deliver SMS messages or voice calls in a timely and efficient manner. These technologies are used to support informational and transactional communications and are monitored for accuracy and appropriateness.

PRIVACY

We collect and use your information in accordance with our Privacy Policy, available at https://www.yc.edu/v6/policies/docs/privacy-policy-2025.html. We do not sell or share phone numbers or consent information with third parties for marketing purposes.

CARRIER AND SERVICE DISCLAIMERS

Mobile carriers are not liable for delayed or undelivered messages. Voice call delivery may vary based on network conditions.

CHANGES TO THESE TERMS

We may update these Terms at any time. Updates will be posted at this URL with an updated effective date.

CONTACT INFORMATION

For questions about these Terms or our communications practices, contact: Yavapai College, Element451@yc.edu, 928-717-7777

RELATED POLICIES

Online Privacy, 5.31

Online Pricacy Statement - European Union Supplement, 5.36

POLICY HISTORY

Adopted 03/13/2026

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Approval Signatures

Step Description	Approver	Date
President Approval	Lisa Rhine: Yavapai College President	3/14/2026
CHRO Policy Administration	Janet Nix: Chief Human Resources Officer	3/13/2026
Approval: Formatting & Admin	Stacey Hilton: Dean, Instructional Support	3/13/2026
Policy Owner Approval	Stacey Hilton: Dean, Instructional Support	3/13/2026