**Purpose:** To help students and staff understand the setup and functionality of the online classroom text and email notification system.

1. **Where do students go to set up notifications in the classroom?**
   Students must opt-in to receive text messaging and email notifications from the classroom. There is an icon at the top of the classroom where students can set up, adjust, and opt-out of any, or all notifications.

2. **What kinds of notifications can students set up?**
   Students can choose to sign up to receive a variety of different email or text message notifications through the Feeds Setup screen.
3. **How do students set up text messages?**
   The Text Setup screen allows students to add a phone number in the eCollege classroom. A verification code will be received at the student’s entered phone number. The student must then enter the verification code into the text message setup screen to opt in to receive text messages.

![Text Setup Screen](image)

4. **Do students have to opt-in to text messaging settings for each course they are enrolled in?**
   When a student opts in for text messaging and email notifications, those settings will transfer over into future courses in which they are enrolled.

5. **How do students STOP getting text messages or email notifications from the online classroom?**
   The best way for students to adjust their settings for text and email is through the online classroom. However, a student may also reply STOP to halt future text messaging from their classroom. Email settings must be adjusted in the online classroom. There is also a daily digest option for email where a student can choose to only receive one email a day that highlights the classroom activities.

6. **Is there a way to receive FEWER text messages or email notifications from the online classroom?**
   With email notifications, students can choose a daily digest rather than immediate to receive fewer overall emails. With text messages, notifications are always immediate, but students may choose fewer categories to follow, such as assignment reminders and published grades. Students may also want to adjust their Replies setting to only see replies made by an instructor.
7. **What if I don’t want text messages at a certain time of day?**

   In the Text Setup screen under Quiet Hours, students choose what times they do not want to be notified with updates by text message. Please note that the quiet hours set are in Mountain Time, so a student will have to convert their own time zone to Mountain Time hours in order to correctly set the quiet hours period.

![Text Setup Screen]

8. **If a student drops a course, will they continue to get text messages?**

   No. Once a student’s drop is processed, they will no longer be registered for the course being dropped, and text messaging or email notifications will cease for that course. When the student is enrolled in another course, notifications will start again.

9. **Can students reply to a text message or email notification?**

   Yes, students can reply to a text message or email notification. The student’s reply will post in the classroom with a parenthetical note of origination.

![Discussion Screen]

10. **Can a student start a discussion post through text message or email?**

    No. An initial discussion post cannot be started through text or email.
11. Will a student’s reply to a text or email count as attendance in the classroom? 
   According to the Ashford Academic Catalog, “Attendance is defined as participating in an academic activity within the online classroom which includes posting in a graded discussion forum, submitting a written assignment or journal entry or submitting a quiz or exam.” Therefore, a reply to a text message or email that meets this criterion will be considered for attendance purposes.
   **Please note:** It is not advised to rely on text message or email communication for posting academic related posts in the classroom for attendance purposes. For academic related posts, it is highly encouraged that students log into the classroom and participate in academic activities within the online classroom.

12. What if a student doesn’t get an assignment reminder through text message or email, even if they signed up? 
   Students are responsible for submitting assignments by the required due date regardless of whether they sign up for text and email notifications through the online classroom.

13. Will students be charged for signing up for text messaging? 
   Charges may be incurred based on the student’s mobile carrier and plan (e.g., pay per text versus unlimited texts) as standard text messaging rates apply. Ashford does not charge for use of the online classroom notifications.

14. Will any personally identifiable information or FERPA protected information be available through text or email? 
   No. Student information such as grades will never be sent through a text or email.