

Spring 2024 Personal Counseling Services Texting Pilot

As part of our ongoing commitment to support students throughout their journey at Delta, the Personal Counseling Services team will be piloting a new student support and communications program aimed to check-in with students periodically via text message, and to make it easier for students to be aware of and engage with various supports Delta has in place to support student mental health and wellbeing.

Students who provided consent to receiving text messages from Delta College will receive a series of different text messages throughout the 2024 Spring Semester.

The first set of text messages will be sent during the **third week of May 2024 and continue until the end of the 2024 Spring Semester.**

The purpose of these text messages is to learn about student communication preferences and general student needs, so that Personal Counseling Services can continue working towards providing tailored and personalized support to every Delta College student.

Students will be asked a few questions periodically to check in on how their semester is going, and to connect them with any support that may be most relevant to their specific needs and/or student experience.

Texts will be sent from **+1 989 303 3582** (+1 989 30 DELTA) - if you're a student, be sure to save this number in your phone!

Students can expect to receive a text message roughly every few days for a total of 5 or 6 text messages/month.

Students can easily respond via text message or opt-out at any point to discontinue receiving these messages.

Please note: a Delta College staff member will not be actively monitoring student text message responses. As part of this pilot, replies sent from +1 989 303 3582 will be done so automatically. Questions? Please email confidentialcounsel@delta.edu or check the FAQ below:

Student FAQ

Will this cost me anything?

You will not be charged anything by Delta College to participate in this pilot program and to receive text messages from Delta. Message and Data rates may apply, depending on your mobile carrier.

How do I know if I am included in the pilot?

Only students who previously provided consent to receiving text messages from Delta College will be included in this pilot. Students provided consent when they initially applied and registered at Delta College by entering their mobile phone number and answering "Allow" to the question "Permission to Text."

What if I want to opt-out?

You can opt out by responding to the first text message we send with a “3”.

What if I am not included in the pilot, but I want to opt-in?

You can opt into joining this pilot by filling out this [Google Form](#).

What if I don't respond to the text messages you send?

You will continue to receive follow up messages each time we send out a check-in via text. You are welcome to ignore or not reply to these messages. You will continue to receive follow up messages unless you opt out.

Is this a crisis text line?

No, this is not a crisis text message line. If you are in an emergency, please call 911.

If you wish to connect with Delta Personal Counseling Services, please call 989-686-9330.

Office hours during the Spring semester are Monday – Thursday, 7:30am – 5:30pm, closed on Fridays.

Can I call this number for help?

Unfortunately, this phone number does not accept phone calls. If you need to speak to someone, we encourage you to call Delta Personal Counseling Services at 989-686-9330.

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What types of questions will I be asked via text?

You will receive general questions related to how you're doing at Delta College as “Would you like to receive text message check-ins?”, “How often would you like us to check-in with you?”, and “What types of support do you think you could use help with?”