

Conversations: Messaging Students (Email/Text)

The Navigate platform provides both email and text messaging for faculty and staff to communicate with students, either individually or en masse. Communicating with students through the platform creates records of those communication which can be accessible by other staff or faculty on your campus. In addition, it allows for a quick and easy way to communicate with more than one student at once.

There are two primary communication methods available in Navigate, **Email** and **Text**. The type of message, as well as your institution's configurations and policies, dictate the appropriate method for communication. Additional information on each type of communication is included below.

Email

You can include the following information in an email.

Subject

The subject line for your email message.

Message

The body of your email message. There is no character limit for the message, but any hyperlinks must include the full URL (e.g. <http://www.google.com>, not just google.com). You may add merge tags to the message.

Add Attachment

Upload attachments to the email message.

Send Additional E-Mail Notifications To

Allows you to include additional students or staff you also want the email sent to.

SEND A MESSAGE TO LAURA GONZALES

Send E-mail Send Text

To: Laura Gonzales

Subject:

Message:

B *I* Paragraph

Help: Fields Available When Sending Emails

{Recipient_name}
Inserts the first name and last name of the recipient

{Recipient_first_name}
Inserts the recipient's first name

{Recipient_last_name}
Inserts the recipient's last name

{Personal_availability_link}
Insert your personal availability link

Add Attachment:

Choose File No file chosen

Send Additional E-mail Notifications To:

Text

Texts only allow you to include a message. They are restricted to 160 characters.

SEND A MESSAGE TO LAURA GONZALES

Send E-mail Send Text

To: Laura Gonzales

Message:

You have 160 characters remaining of 160 characters.

Cancel Send Message

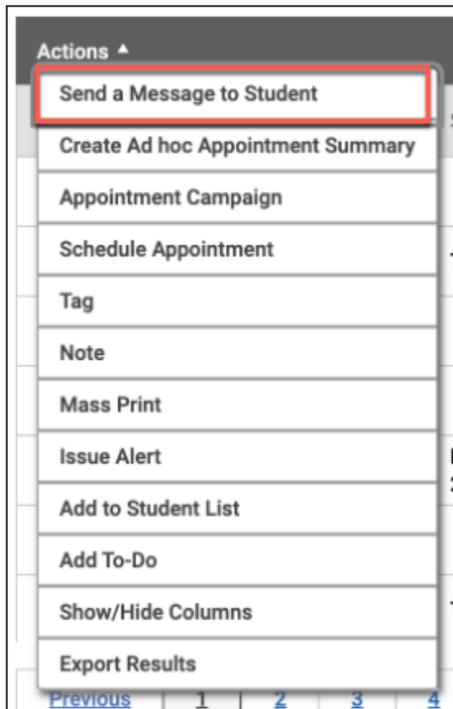
Important. Sending an email or text message to more than one student blind copies all students. In other words, the student does not know that the message was sent to more than one student. For both email and text, it looks like the message was only sent to them.

For best practices related to sending communication to students, please see this [document](#).

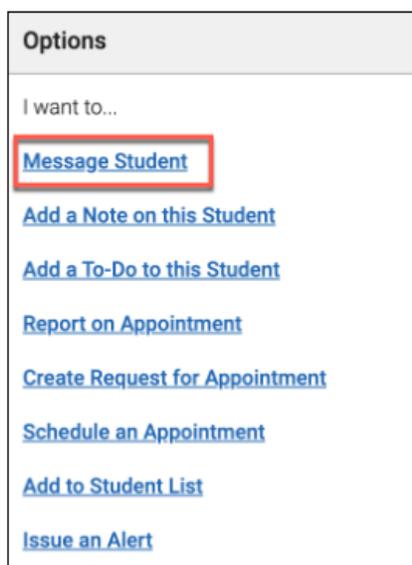
Sending Messages

You can send emails or texts to one or more students from **Staff Home**, the student profile, or **Advanced Search**. Most **Action** menus throughout the platform also allow for sending emails or texts. See below for screenshots of each of these locations.

This is an example of an Actions menu that looks similar on Staff Home or Advanced Search results:



This is an example of the **Send Message** link on a Student Profile.



Important. If you do not see the option to email or text students, then your role does not have the proper permission for this action, or your institution decided not to allow texting. Contact

your Application Administrator with questions. If you would like to learn how to configure text messaging in the platform, read [this article](#).

Viewing Email and Text Conversations

You can access all communications between you and your students through the [Conversations page](#) of the platform. You can also access all communication with a specific student through the [Conversations tab](#) of their student profile.

Important. In order to capture all outgoing and incoming emails and texts from the Navigate platform, your institution must setup Email Capture. Read [the Email Capture article](#) to learn more.

The **Conversations** page allows you to track messages you have sent to students and staff via Navigate. It also allows you to open messages and take action/send replies on certain non-automated messages. To enter My Conversations, click the icon on the left-hand sidebar:

here are three main parts of the My Conversations page: the **List of Messages**, the **Filter/Search Bar**, and the **Actions Menu**.

List of Messages

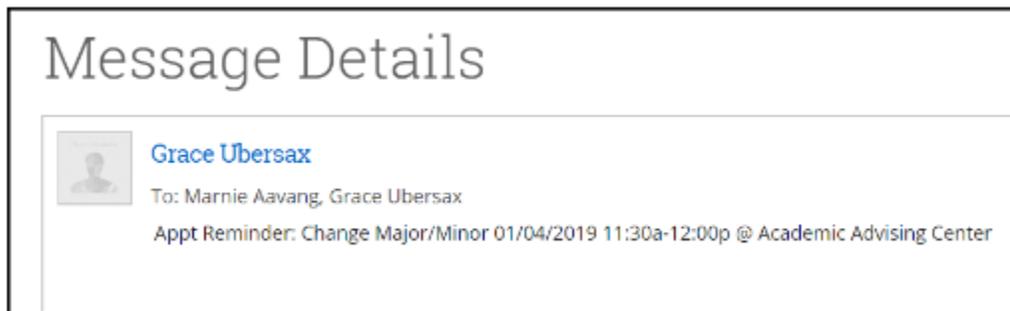
The Conversations page is organized similarly to the arrangement of an email inbox, with a **list of messages** arranged in order from most recently sent to least. Within each entry, you are able to view high level information about the message, including the sender, the topic, and the date sent.



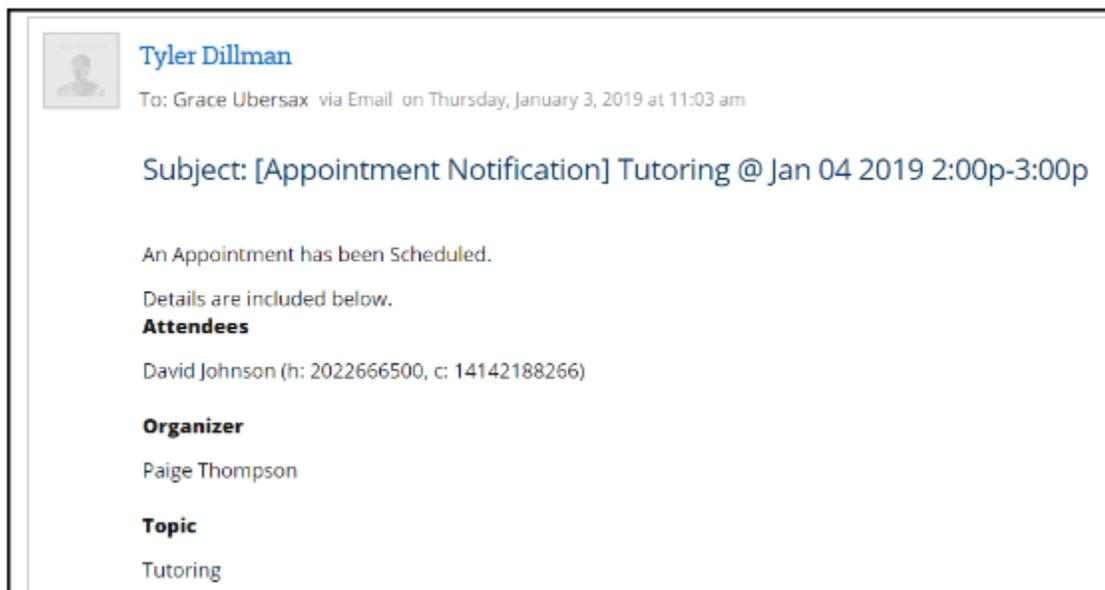
The screenshot shows the 'My Conversations' interface. At the top right, there is a search bar labeled 'Search by Users' and two filter options: 'View Personal Messages Only' (unchecked) and 'View Unread Only' (checked). Below the filters is a table with the following columns: SENDER, COUNT, TOPIC, and DATE SENT. The table contains five rows of message entries.

<input type="checkbox"/>	SENDER	COUNT	TOPIC	DATE SENT
<input type="checkbox"/>	Ubersax, Grace		[Appointment Reminder] Change Major/Minor @ 01/04/2019 11:30a-12:00p	01/03/2019 11:30 AM
<input type="checkbox"/>	Dillman, Tyler		[Appointment Notification] Tutoring @ Jan 04 2019 2:00p-3:00p	01/03/2019 11:03 AM
<input type="checkbox"/>	Ubersax, Grace		Appt Reminder: Change Major/Minor 01/03/2019 11:30a-12:00p @ Academic Advising Center	01/03/2019 11:00 AM
<input type="checkbox"/>	Ubersax, Grace		Appt Reminder: Change Major/Minor 01/03/2019 11:30a-12:00p @ Academic Advising Center	01/03/2019 11:00 AM
<input type="checkbox"/>	Johnson, David		Appointment Request	01/03/2019 10:58 AM

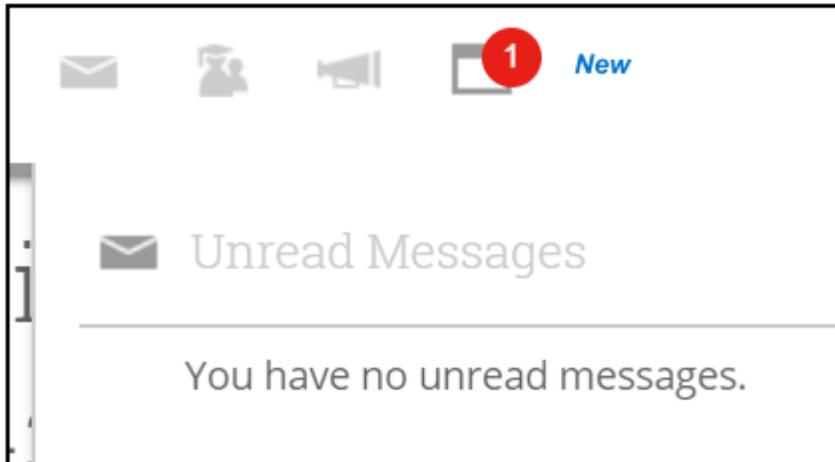
Many of the messages will be appointment reminders and campaign nudges sent automatically by the Navigate platform, like the example below.



However, you will also be able to see messages sent from other platform users, such as requests for appointments or other communications.



You also get notifications when you receive new messages via the greyed out envelope icon at the top of the application.



Filter/Search Bar

The Filter/Search Bar at the top of the message list allows you to change the messages you are viewing in your inbox. By checking a box, you can filter your messages to only view personal messages or only unread messages. You can also search for messages that have been sent by a specific user. Please note that you can only search for users in the search bar, not specific keywords.

Actions Menu

The Actions menu is found on the left hand side of the list of messages. By selecting a message or group of messages, you can use the actions in this drop-down to mark the messages as read.