Navigate: How to Send Email or Text Messages
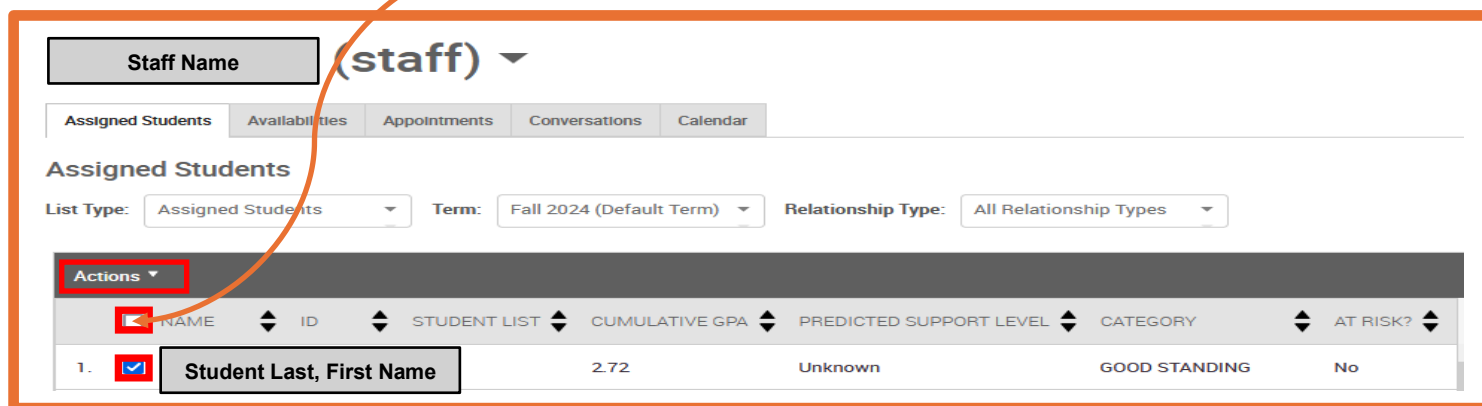
Communicating with Students

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

Any faculty or staff member will only be able to view communications in which they have the proper permissions. Permissions allow users to either view only their own communications with students, or to view all communications with students. If you are unsure who can view your communications, contact Bob Hudson, your Navigate Application Administrator.

How do I send the emails or texts?

There are three ways you can send emails or texts to one or more students. They are: (1) from your **Staff Home** page, (2) the **Student Profile**, or (3) the **Advanced Search**. Most **Action** menus throughout Navigate allow for sending emails or texts. See below for screenshots of each of these locations.
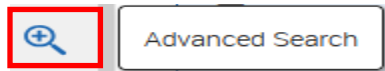
1. Send a message from the **Staff Home** page (Figure 1). Placing a check by the name of your student will send a message to that one student. Placing a checkmark here ☐ will select your **entire student list**.

2. Send a message from the **Student Profile** page (Figure 2). From your student list, click on the students name whom you wish to send a message to. This will take you to that particular students **Student Profile** page. On the right, click **Message Student**.

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3. Send a message from the **Advanced Search** (Figure 3). From the left side of your screen, locate your Navigate Tool Bar and click the **Adcanced Search** Icon.

Advanced Search

New Search

Saved Searches ▾

Keywords (First Name, Last Name, E-mail, Student ID) ?

Enter Student Info and hit SEARCH at the bottom

Staff Home Page	**Student Profile** Page	**Advanced Search**

Staff Home ▾ **1**

| Students | Appointments | My Availability |

Assigned Students

List Type: Assigned Students ▾ Te

Actions ▲

Send a Message to Student

Create Ad hoc Appointment Summary

Create an Appointment Campaign

Schedule Appointment

Note

Issue Alert

Add to Student List

Show/Hide Columns

Export Results

Options **2**

I want to...

Message Student

Add a Note on this Student

Add a To-Do to this Student

Report on Appointment

Create Request for Appointment

Schedule an Appointment

Add to Student List

Issue an Alert

Search   Modify Search **3**

Actions ▲

Send a Message to Student

Create Ad hoc Appointment Summary

Create an Appointment Campaign

Create a Survey Campaign

Schedule Appointment

Tag

Note

Mass Print

Issue Alert

Add to Student List

Add To-Do

Show/Hide Columns

Export Results

Note: If you do not see the option to **Email** or **Text** students, then your role does not have the proper permission for this action. Please contact Bob Hudson, Navigate Application Administrator with questions.

Email Message

Send A Message   ✕

◉ Email ○ Text

To: Aliyyah Adenuga

⌄ Apply a Template ⓘ

Subject:

Message:

Paragraph ⌄ | 🅰 ⌄ A ⌄ A̰ ⌄ AI ⌄ **B** *I* | ℰ ☰ ⌄ | ⋮

Add Attachment:

Drag & Drop your files or Browse

Send Additional E-mail Notifications To:

Send Message | Preview Message | Send Sample ⓘ Cancel

Text Message

Send A Message   ✕

○ Email ◉ Text

⚠ **Update on Text Message Formats**   ✕
This message will be sent from the 5-digit short code and will not be able to receive replies. For more information about this, please visit this Help Center article ↗ or contact your administrator.

To: Aliyyah Adenuga

⌄ Apply a Template ⓘ

Message: ⓘ

Text Messages can be up to 300 characters.

0 / 300

Send Message   Cancel

If texting **more than 100 students**, the text will be sent **as a one-way message**.

If no cell phone number is on file, the text message will be sent to students BSU email account.

Note: 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.

Viewing Email and Text Conversations

You can access all communications between you and your students through the **Conversations page** of the platform. My Conversations is located on the Conversations tab, which you can access by clicking the envelope icon on the left-hand side of the Navigate toolbar.

You can also access all communication with a *specific student* through the **Conversations tab** of their Student Profile. Access it by scrolling over to the Conversations tab.

Quick Summary of Text Message Functionality

A text message can come from a randomly generated 10 digit number, also known as an "Application to Person 10-Digit Long Code") (e.g. 205-619-9669)

- Occurs when a staff person messages 100 or fewer students.
- Students can reply for up to 90 days (if there's any response activity in the text chain, the 90-day clock resets).
- Student replies go to staff persons' conversations tab in Navigate360, and a notification email is sent to the institution email account.
- Staff can only reply to a student response through Navigate360.
- Students can opt-out of messages from a 10-digit number by replying STOP to the long-code message; text messages sent to the student will be delivered as emails. Students can opt back in by replying START to the 10-digit number.

A text message can also come from a short code number (e.g. 915-52) or Bulk Messaging Number

- Occurs when a staff person texts more than 100 students at time.
- Also occurs when a student receives an automated text message reminder for an appointment.
- Also occurs when a text message is sent via Automation.
- Students cannot respond, and if they do, they'll get a message saying it was not received.
- When the sender and the recipient of a text message are the same user, the message will be sent from the short-code number or bulk messaging number, and two-way texting is not supported in this specific case.