



## **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.

 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 <u>entire student list</u>.

Staff Name	staff) <del>-</del>				
Assigned Students Availabil ties	Appointments Conversation	ns Calendar			
Assigned Students List Type: Assigned Students	Term: Fall 2024 (Def	ault Term) 🝷	Relationship Type:	All Relationship Types 🔹	
Actions *					
		IULATIVE GPA	PREDICTED SUPPO	RT LEVEL 🔷 CATEGORY	AT RISK?
1. 🗹 Student Last, Fir	rst Name 2.72		Unknown	GOOD STANDIN	IG No

 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.

This document has been prepared by Bob Hudson, Assistant Director for Student Success Administrative Systems, Student Success & Retention [Created 12/29/2024]





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 Se	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	Options	2 Search Modify Search		
Students       Appointments       My Availability         Assigned Students       Tre         List Type:       Assigned Students       Tre         Actions       Send a Message to Student       Create Ad hoc Appointment Summary         Create an Appointment Campaign       Campaign	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	Actions ▲         Send a Message to Student         Create Ad hoc Appointment Summary         Create an Appointment Campaign         Create a Survey Campaign         Schedule Appointment         Tag         Note		
Schedule Appointment       Note       Issue Alert       Add to Student List       Show/Hide Columns       Export Results	<u>Add to Student List</u> <u>Issue an Alert</u>	Mass Print         Issue Alert         Add to Student List         Add To-Do         Show/Hide Columns         Export Results		

<u>Note:</u> 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	Text Message			
Send A Message ×	Send A Message ×			
<ul> <li>Email Text</li> <li>To: Aliyyah Adenuga</li> </ul>	Email      Text     Update on Text Message Formats      ×			
Apply a Template 0	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.			
Subject:	To: Aliyyah Adenuga			
Message: Paragraph ∨ ⊠ ∨ A ∨ A <sup>s</sup> ∨ A1∨ B I ⊘ := ∨ i	<ul> <li>Apply a Template Image: Image:</li></ul>			
Add Attachment:         Drag & Drop your files or Browse         Send Additional E-mail Notifications To:         Send Message       Preview Message         Send Message       Send Sample         ③       Cancel	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.			

<u>Note:</u> 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 clicking the tab called **More** towards the top of the Student Profile screen, and then selecting Conversations.

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Student	: First and Last Na	ame				
Overview	Success Progress	History	Courses	Major Explorer	Checklist	More 🔺
				^		Calendar
						Study Hall
						Appointment
						Conversation