

Navigate: How to Send Email or Text Messages

Communicating with Students

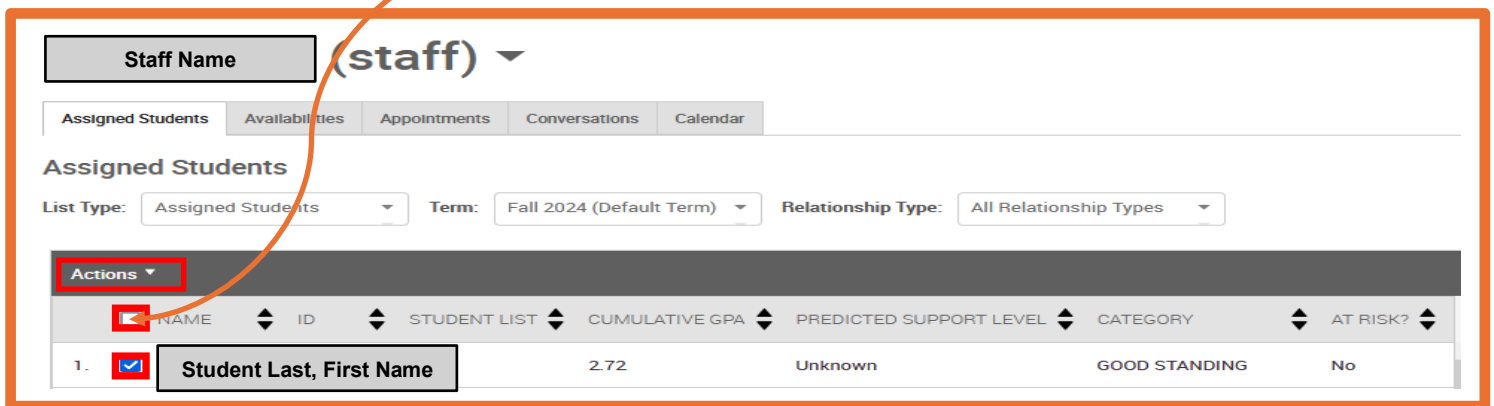
Navigate provides both email and text messaging for faculty and staff to communicate with students, either individually or en masse. Communicating with students through Navigate creates records of those communication which can be accessible by other staff or faculty at Buffalo State University. In addition, 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.

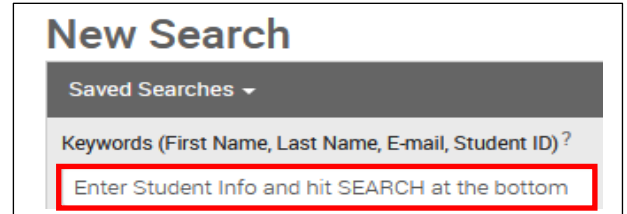
1. Send a message from the **Staff Home** page (Figure 1). Placing a check by the name of your student will send a message to that one student. Placing a checkmark here will select your **entire student list**.



	NAME	ID	STUDENT LIST	CUMULATIVE GPA	PREDICTED SUPPORT LEVEL	CATEGORY	AT RISK?
1.	<input checked="" type="checkbox"/> Student Last, First Name			2.72	Unknown	GOOD STANDING	No

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**.

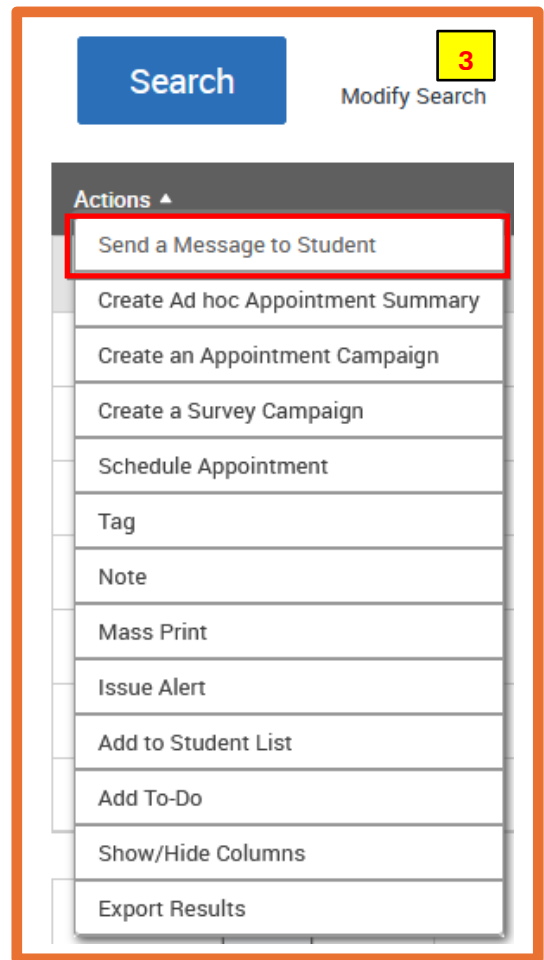
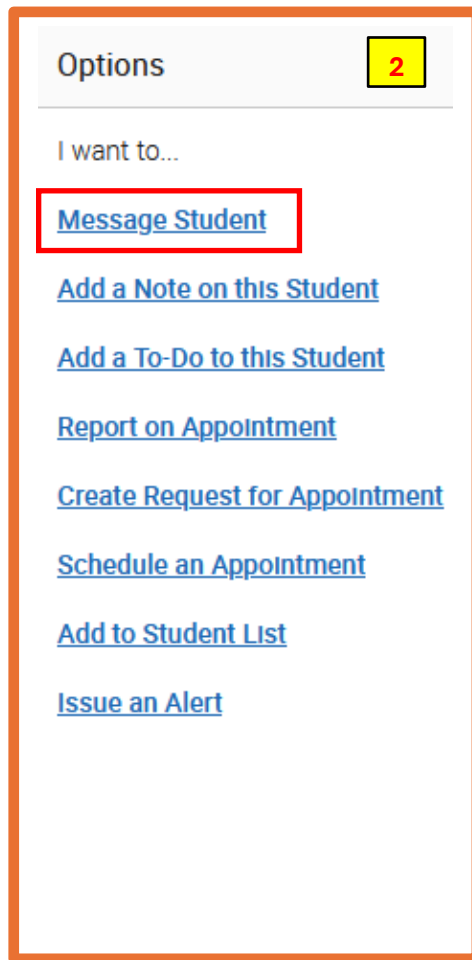
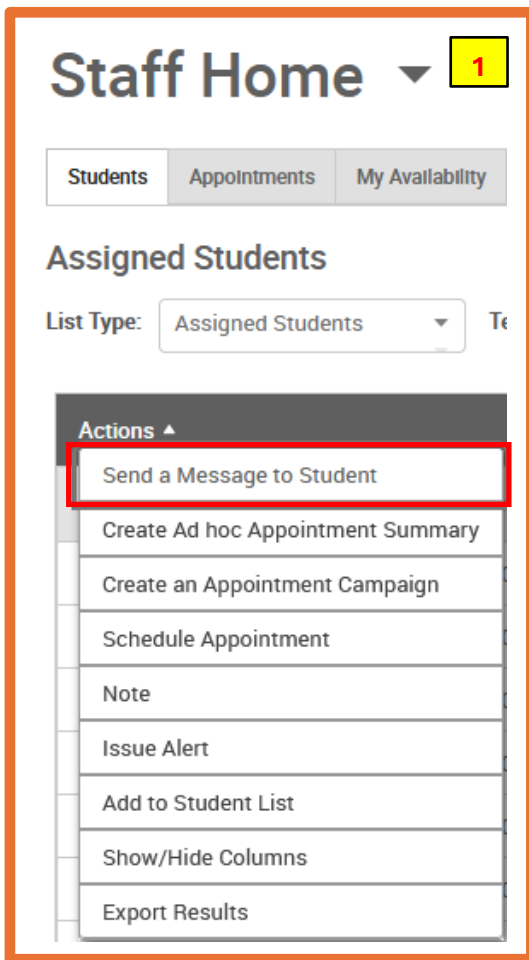
- Send a message from the **Advanced Search** (Figure 3). From the left side of your screen, locate your Navigate Tool Bar and click the **Advanced Search** Icon.



Staff Home Page

Student Profile Page

Advanced Search



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** ▼ ▲ ▼ A² ▼ AI ▼ **B** *I* @ := ▼ ⋮

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 clicking the tab called **More** towards the top of the Student Profile screen, and then selecting Conversations.

Student First and Last Name

Overview	Success Progress	History	Courses	Major Explorer	Checklist	More ▲
						Calendar
						Study Hall
						Appointments
						Conversations