



## Navigate Training Guide #4: Communicating with Students

### Topics Covered:

- Sending Messages
- Email format
- Text message format

### 1. Sending Messages

Navigate can be used to email and text students. Students receive a lot of messages so please do your best to ensure all your communications to students are **timely, personalized, and actionable**.

#### 1. For Professors - Communicating with students in your class.

- Under “Students in My Classes” use the check boxes next to each student in a course. If you are only teaching one course, you can use the select all box at the top. Next, click “Actions” and select “Send Message.” You can start drafting an email immediately or select “Send Text.” Use the text function sparingly; for instance, when you have an urgent message to communicate or students have explicitly opted in to reminders. ***Students who receive too many texts may opt out of receiving text messages in Navigate. If they do, all future messages from any sender will go to their City Tech email instead.*** Students will receive emails to their City Tech email addresses only.

The screenshot shows the 'Students In My Courses' interface. At the top, there is a 'Term:' dropdown menu set to '2023 Fall'. Below this is a table with columns: 'STUDENT NAME', 'CATEGORY', 'COURSE(S)', and 'AT RISK?'. The 'Actions' dropdown menu is open, showing options: 'Send Message' (highlighted with a red box), 'Issue Alert', and 'Note'. The table contains two rows of student data, both with 'AT RISK?' status set to 'No'.

STUDENT NAME	CATEGORY	COURSE(S)	AT RISK?
1 [REDACTED]	2023 FA - First-Year, ASAP Eligible, Bachelor Student, CUNY SC Transfer Student, Eligible to Register - 2023 Fall Term, Entry Cohort - 2023 Fall Term, HOLD: Missing Meningitis Form, HOLD: Missing MMR Immunization, Milestone - Math, Milestone - Reading, Milestone - Writing, Newly Declared Major	ENG-1101-D442	No
2 [REDACTED]	2021 FA - First-Year, Associate Student, CUNY CC Transfer Student, Eligible to Register - 2023 Fall Term, Entry Cohort - 2021 Fall Term, ESL	ENG-1101-D442	No

#### 1. For Staff - Sending messages to students.

- Administrative staff have multiple options for sending messages to students:
  - Student Home Page. You can generate a message for a single student from their home page.

CUNYPref Student

Overview Success Progress History Courses Path Academic Plan More ▾

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
0	0	1 ▾	0	0.000 ▾
Total Credits Earned	Credit Completion % at this Institution			
0.00	0%			

Options

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](#)

ii. Student List. Upload a spreadsheet to Navigate to message a group of students.

my grad\_12112022 ✎

Do not show this list in analytics dashboards?

Actions ▾

- Send a Message to Student**
- Create Ad hoc Appointment Summary
- Create an Appointment Campaign
- Schedule Appointment
- Tag

CATEGORY
2020 FA - First-Year,Assoc
2018 SP - Transfer,Associa Reading,Milestone - Writin
2020 FA - First-Year,Assoc Writing Prior CUNY Degree

iii. Advanced Search. If you are not sure of the exact population, use the Advanced Search tool to identify the students you wish to contact.

New Search

Saved Searches ▾

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

Type?

Students ▾

**Student Information** First Name, Last Name, Student ID, Category, Tag, Student List

**Enrollment History** Enrollment Terms

iv. Messaging Campaign. This is a more advanced feature that allows you to track if students are reading the communications. Read this to learn more about launching a Messaging Campaign.

## 2. Email Format

**SEND A MESSAGE TO CUNYPREF STUDENT**

Send E-mail | Send Text

To: CUNYPref Student

Subject:

Message:

**B** *I* | Paragraph

Help: Fields Available When Sending Emails

- {Srecipient\_name}**  
Inserts the first name and last name of the recipient
- {Srecipient\_first\_name}**  
Inserts the recipient's first name
- {Srecipient\_last\_name}**  
Inserts the recipient's last name
- {Spersonal\_availability\_link}**  
Insert your personal availability link

Add Attachment:

Choose File No file chosen

Send Additional E-mail Notifications To:

Cancel **Send Message**

- All student emails will be sent as a blind carbon copy. Students will not be able to see any information about other students.
- You can use the merge fields to personalize the message for each student. For instance, you can type **Dear {Srecipient\_first\_name}** in the message box and the student's actual first name will be used in the email they receive.

### 3. Text Format

**SEND A MESSAGE TO CUNYPREF STUDENT**

Send E-mail | **Send Text**

To: CUNYPref Student

Message:

You have 160 characters remaining of 160 characters.

Cancel **Send Message**

- Students will receive texts from a standard CityTech phone number, they will not have your cell phone number. You will receive replies to texts via your City Tech email.
- We recommend beginning all text messages with your name (*Example: This is Prof Lastname. Your online course link for BIO 1101 is...*)
- All texts must be **timely, personalized, and actionable** to ensure that we maintain this valuable channel for communicating with students.