NAVIGATE

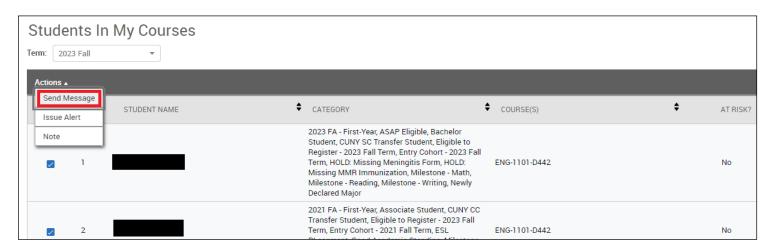# Navigate Training Guide #4: Communicating with Students

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.**
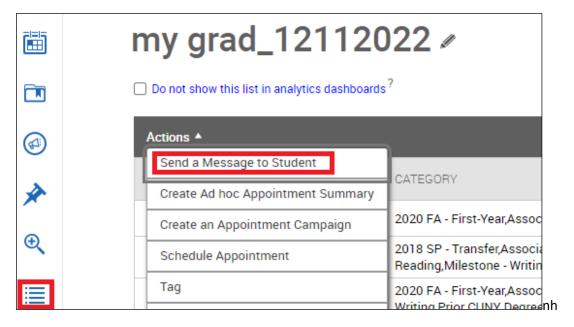
1. **For Professors** - Communicating with students in your class.
   a. Under "Students in My Classes" use the check boxes next to each student in a course. If you are only teaching one course, you can use the select all box at the top. Next, click "Actions" and select "Send Message." You can start 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.
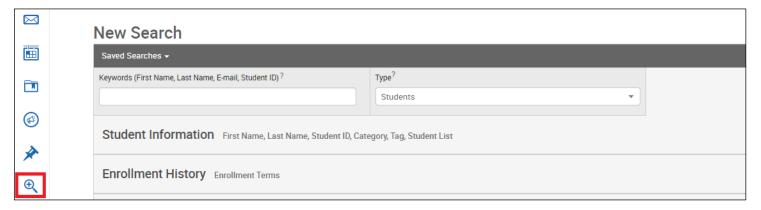

1. **For Staff** - Sending messages to students.
   a. Administrative staff have multiple options for sending messages to students:
      i. Student Home Page. You can generate a message for a single student from their home page.

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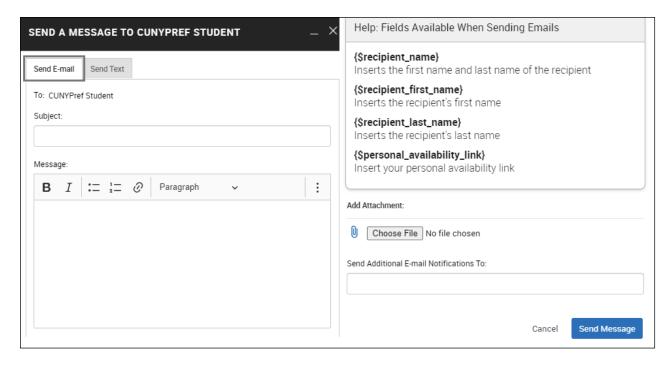

iii. Advanced Search. If you are not sure of the exact population, use the Advanced Search tool to identify the students you wish to contact.
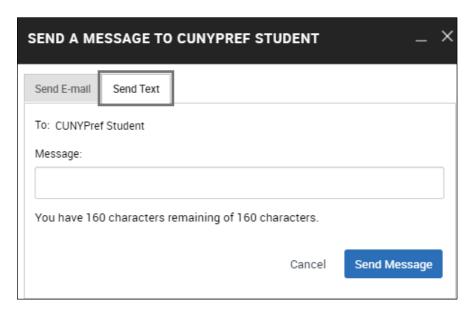

iv. Messaging Campaign. This is a more advanced feature that allows you to track if students are reading the communications. Read this to learn more about launching a Messaging Campaign.

2. Email Format

- 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 {$recipient_first_name}** in the message box and the students actual first name will be used in the email they receive.

3. Text Format

- 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.