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Navigate360 Staff Platform - STA 25.16.3 Release Notes



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Parts of Navigate360 Impacted: Navigate360 Staff

Training Release Date: 30 July 2025

Prod Release Dates (Expected): 4 Aug 2025 (Prod A) / 7 Aug 2025 (Prod B & Mobile)

General Availability Dates: 5 Aug 2025 (Prod A) / 8 Aug 2025 (Prod B & Mobile)

Release Note Summary: Expanded send-from options for Campaign nudges, Progress Reports, and Enrollment Censuses. Various fixes. Some features originally planned for this release were made available early as part of 25.15 to ensure timely delivery and a seamless experience. We remain committed to providing you with reliable and efficient updates.



25.16.2 Expanded Email Sender Settings in Navigate360 Student Success

EAB_Tech

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New Features & Enhancements

Staff Workflows & Automations

Send From Email Options in Campaigns

In order to improve the effectiveness of student messaging, we've enhanced the email sender and reply-to email customization in Navigate360. There is some set up required, explained in the steps below.

1. At least one user must have the **Allow User to Add No-Reply Email Addresses**, located in the Administration drawer on the Edit Role page.
2. A no-reply email address must be configured on the Email Domain Settings page on the Administration tab. Only one no-reply email address can be configured per Email Domain configured for Navigate360. Partners must have DMARC authenticated domains to use these expanded settings. Submit a ticket to Partner Support (Navigate360TechSupport@eab.com) to get this process started, as reply-to addresses are limited to authenticated domains to improve deliverability.

No-Reply Email Addresses

Add email addresses that permitted users can use as the No-Reply Email Address when updating the Sender Email Settings. These shared email addresses must already exist and be from an authenticated domain with a DMARC Policy defined. Only one No-Reply Email Address can be added per domain. Please reach out to EAB Partner Support to add email domains.

+ Add No-Reply Email Address

Search in Results

	No-Reply Email Address	DOMAIN
	@eab.com	eab.com

3. Users/roles must have the **Allow User to Send from Shared Email Addresses in Student Success** permission in the Administration section to use this feature.

☐ Allow User to Add No-Reply Email Addresses

☐ Allow User to Update Sender Email Settings in Student Success

When creating nudges for Appointment, Enrollment, and Messaging Campaigns, the *Sender Email Settings* section has expanded options for users with access, as shown below.

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

- ☒ Send from Campaign Creator's Email: @eab.com
- ☐ Customize Sender Details

If the user customizes the sender details, fields appear for the campaign creator and reply-to email address.

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

☐ Send from Campaign Creator's Email: [redacted]@eab.com

☒ Customize Sender Details

Sender Name * ⓘ

No-Reply Email Address * ⓘ

[redacted]@eab.com

Reply-To Email Address * ⓘ

Email Domain * ⓘ

@eab.com



The user adds *Sender Name*, *Reply-To-Email Address*, and the *Email Domain*. The no-reply email address will be filled in automatically based on what has been set in Email Domain Settings.

Once entered, this information appears on the **Verify & Start** page for each nudge.

Welcome Message

Send Date: Day added
Subject: {\$student_first_name}, Schedule an Advising & Student Success appointment
Sender Name: Support 50118 KC
No-Reply Email Address: [redacted]@eab.com
Reply-To Email Address: [redacted]@eab.com
Email Preview: [View Email](#)

Send From Options for Progress Reports and Enrollment Censuses

Users now have the option to send Progress Reports and Enrollment Censuses from the no-reply email address configured on the Email Domains page in Navigate360 for Student Success.

Once the feature is configured, it is available for Progress Report Campaigns and Enrollment Census Campaigns.

For Progress Reports, this can be set on the first page of building a campaign, in the *Sender Email Settings* section.

Progress Reports > Create New

Step 1 : Name & Message

Name your Progress Report Campaign, and provide a message for professors.

Name of Campaign

Term

Fall 2021 (Default Term) ▼

Step 2 : Choose Students

Choose all-students, subset of students, or classes that are to be monitored.

Email Subject

Step 3 : Define Behavior

Define how your Progress Report will behave with thank you notes and expiration dates.

Email Message

Paragraph ▼

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Step 4 : Confirm

Confirm the students enrollments which are the target of the Progress Report campaign.

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

☒ Send from Campaign Creator's Email: jstoy@eab.com

☐ Customize Sender Details

Step 5 : Send & Complete

Your Progress Report Campaign has been sent to instructors.

Save and Next : Choose Students

When **Customize Sender Details** is selected, the user can customize where the Progress Report campaign comes from. The **No-Reply Email Address** is preset, but the user can enter the Sender Name, the Reply-To Email Address (the part before the @), and the domain the email comes from, which must be a configured and DMARC authenticated domain.

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

☐ Send from Campaign Creator's Email: jstoy@eab.com

☒ Customize Sender Details

Sender Name?

No-Reply Email Address?

communications@eab.com

Reply-To Email Address?

Email Domain?

@eab.com ▼

Save and Next : Choose Students

For Enrollment Census campaigns, the **Sender Email Settings** section is also on the first, Create New page.

Enrollment Census



Enrollment Censuses > Create New

Request for All Sections

Request for Selected Students and Sections

Request for All Students

Resend Enrollment Census Requests For Selected Professors

Name of Campaign

Term

This filter will associate this campaign with the term selected and will include sections that are a part of that term

Fall 2021 (Default Term) ▼

E-mail Subject

Note for Professors

Paragraph ▼ **B** *I* U ~~S~~

Exclude Students Requested Since:

Prevent new student requests from being sent to professors who have already received a request since the below date.

July 14, 2025 ▼

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

- ☒ Send from Campaign Creator's Email: jstoy@eab.com
☐ Customize Sender Details

Send Requests

When you select **Customize Sender Details**, the detail fields appear.

Sender Email Settings

If you have the Allow User to Update Sender Email Settings permission, then you can manage the Sender Name and Reply-To Email Address. We will automatically pick the No-Reply Email Address based on the Email Domain you choose.

- ☐ Send from Campaign Creator's Email: jstoy@eab.com
☒ Customize Sender Details

Sender Name?

No-Reply Email Address?

communications@eab.com

Reply-To Email Address?

Email Domain?

@eab.com ▼

Send Requests

As with Progress Report Campaigns, the user can customize where the Enrollment Census comes from. The **No-Reply Email Address** is preset, but the user can enter the Sender Name, the Reply-To Email Address (the part before the @), and the domain the email comes from, which must be a configured and DMARC authenticated domain.

Fixes

Various Fixes

- Fixed an issue where the Enrollment Campaign page was showing students not included in the campaign in the *Students Already Enrolled* list.
- Fixed an issue where Google Calendar was not syncing with Navigate360 for Student Success correctly.

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6 August 2025: Updated the release version and added 2 fixes that were covered by the 25.16.2 release for users.

