Articles in this section

- Navigate360 Student - STU 25.14 Release Notes
- Navigate360 Staff Platform - STA 25.19.2 Release Notes
- Navigate360 Student - STU 25.13 Release Notes
- Navigate360 Staff Platform - STA 25.18 Release Notes
- Navigate360 Platform - STA 25.16.4 Hotfix Information
- Navigate360 Staff Platform - STA 25.17.2 Release Notes
- Navigate360 Student - STU 25.12 Release Information
- Navigate360 Student - STU 25.11 Release Notes
- Navigate360 Student - STU.25.10 Release Notes
- Navigate360 Staff Platform - STA 25.16.3 Release Notes

See more

Navigate360 Staff Platform - STA 25.19.2 Release Notes

Help Center Manager

2 hours ago · Updated

Follow

Parts of Navigate360 Impacted: Navigate360 Staff Platform

Training Release Date: 10 September 2025
Prod Release Dates (Expected): 15 Sept 2025 (Prod A) / 17 Sept 2025 (Prod B)
General Availability Dates: 16 Sept 2025 (Prod A) / 18 Sept 2025 (Prod B)

Release Note Summary: Improvements to the Student Profile Overview Tab. Ability to impersonate certain users instead of all users on the platform. Accessibility updates. Fixes across the platform.

STA 25.19 Release Overview Video

05:49

Table of Contents

New Features & Enhancements

Accessibility

Accessibility Updates for Navigate360 Staff

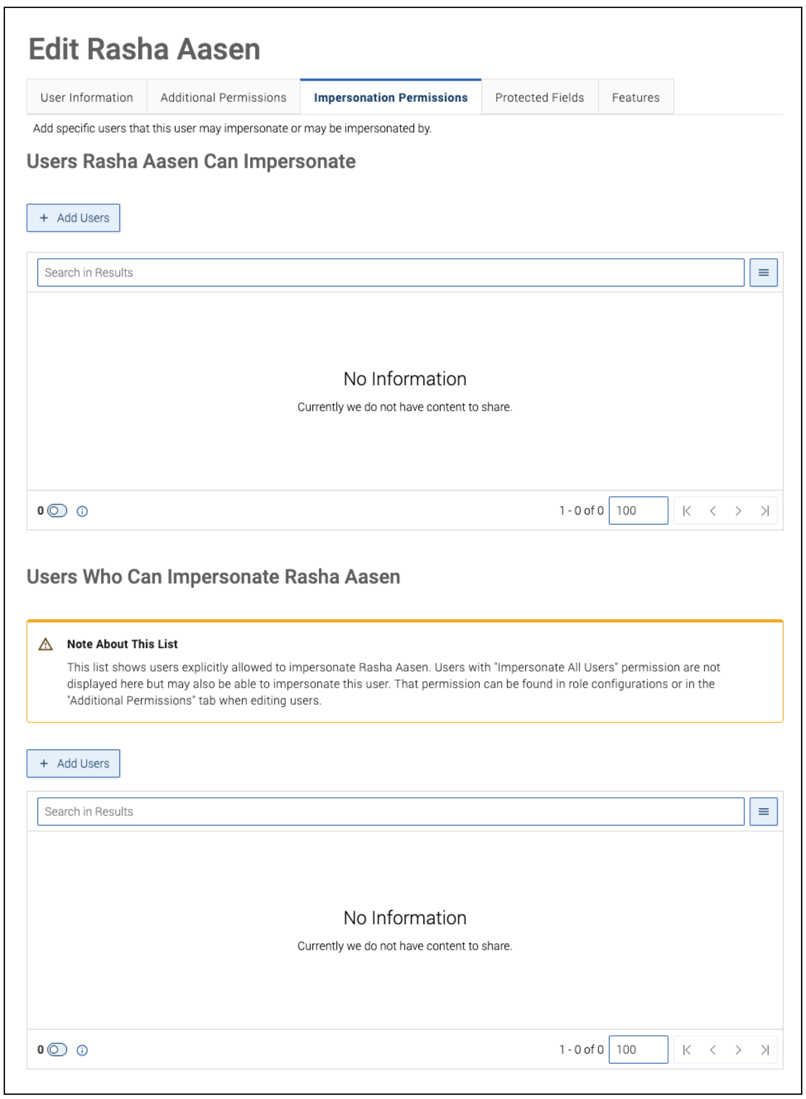
Administration and User Management

Impersonating Certain Users in Navigate360

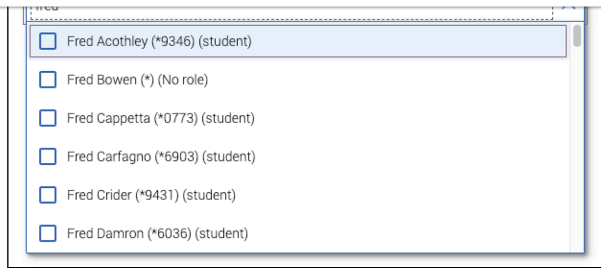
> **Note.** This feature is separate from the *Impersonate All Users* permission on the **Edit Role** page, but has an impact on users. It will be explained in the release note.

Existing users can be given the ability to impersonate certain users on the **Edit a User** page. For example, a tutoring center manager can be given the ability to impersonate tutors to add availabilities for them, departmental administrators can set up dashboards for their staff members, and other possibilities.

Adding users that the user can impersonate or users who can impersonate the user is on the **Impersonation Permissions** tab when editing a user.

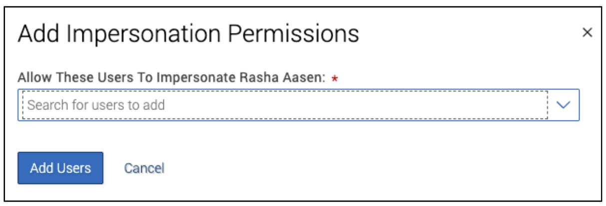


The *Users [Name] Can Impersonate* table lists the users the person being edited can impersonate. If the admin user selects **Add Users**, the **Add Impersonation Permissions** panel opens. From there, the admin user can search for and add users to a list the original user can impersonate.



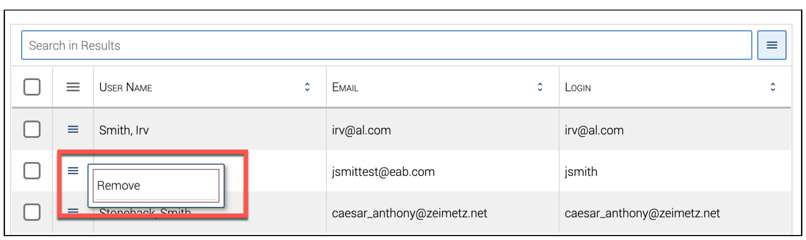
> **Note.** If the user being added to the table has the Impersonate All Users permission, a warning appears though the user will be added to the table.

The *Users Who Can Impersonate [Name]* table lists the users who can impersonate the person being edited. When the admin user selects **Add Users** for this table, they can then search for and add staff users to a list the original user can be impersonated by.



After either table has users added, select **Save Changes to User** to save and add the changes.

Once users have been added to the Impersonation Permissions tab, they can be removed individually or in bulk.



If the user already has the *Impersonate All Users* permission, they do not need to add the ability to impersonate specific users. Additionally, if a user has the *Impersonate All Users* permissions, they will not appear in the *Users Who Can Impersonate [User Name]* table unless explicitly added.

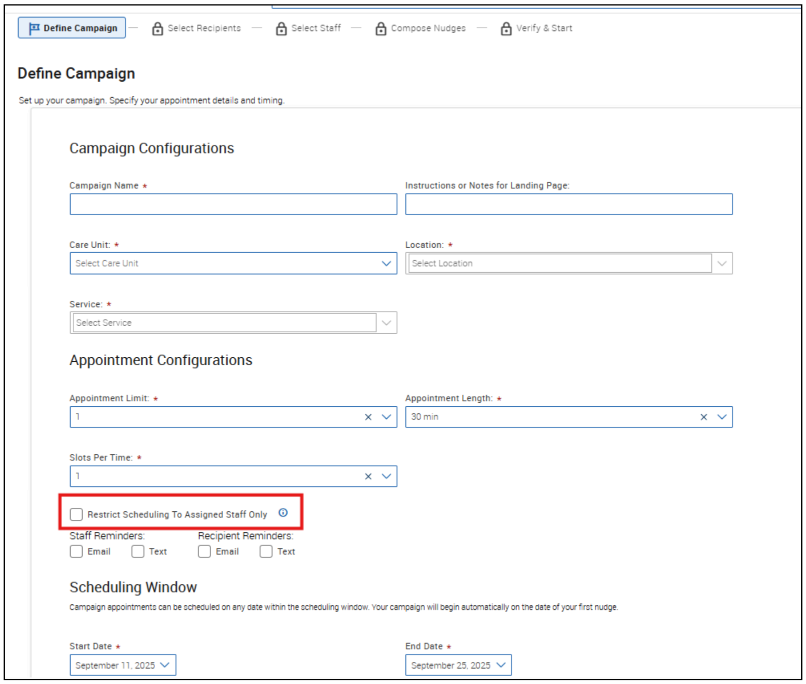
Appointment Campaigns

Option to Restrict Appointment Campaigns to Assigned Staff

> Appointment campaigns now allow administrators to ensure students book with their assigned staff member. This helps institutions to centralize appointment campaigns to include multiple staff organizers while ensuring students are required to meet with their assigned staff in the campaign. When creating an appointment campaign, the campaign creator now has the option to restrict appointment scheduling to only those staff assigned to the student.

When defining a new campaign, there is now a **Restrict Scheduling To Assigned Staff Only** checkbox.

- **If selected**, students within this campaign may only schedule appointments with their assigned staff.
  - When this option is selected, the link to schedule an appointment will include a filter for assigned staff
  - If the students assigned staff is **not assigned to the campaign**, and this setting is selected, this system will not allow the student to schedule an appointment.
- **Note:** Staff will have the ability to override this and assign appointments students create outside of the campaign to the campaign as they do today. This restriction will not apply to that functionality.



Verify & Start

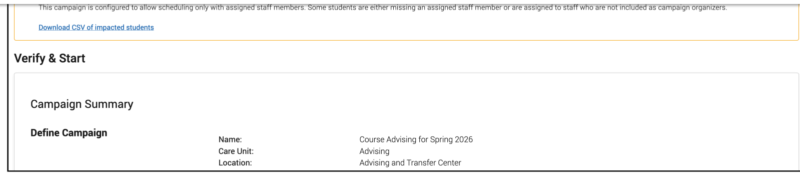
If the option to **restrict scheduling to assigned staff** has been selected and there are some students either missing an assigned staff member or are assigned to staff who are not included as campaign organizers, a warning message will display and a csv of impacted students will be available for download.

> Warning: In order to avoid a student receiving a campaign invitation for which they are unable to schedule in, it is essential that campaign organizers review the CSV file of impacted students and correct either the campaign organizers or students before sending.

This validation runs every time on the **Verify & Start** screen.

The Impacted Students CSV file download Type is "Restricted Appointment Campaigns: Impacted Students Report" and contains the following columns:

- Student ID
- Student First Name
- Student Last Name
- Assigned Staff



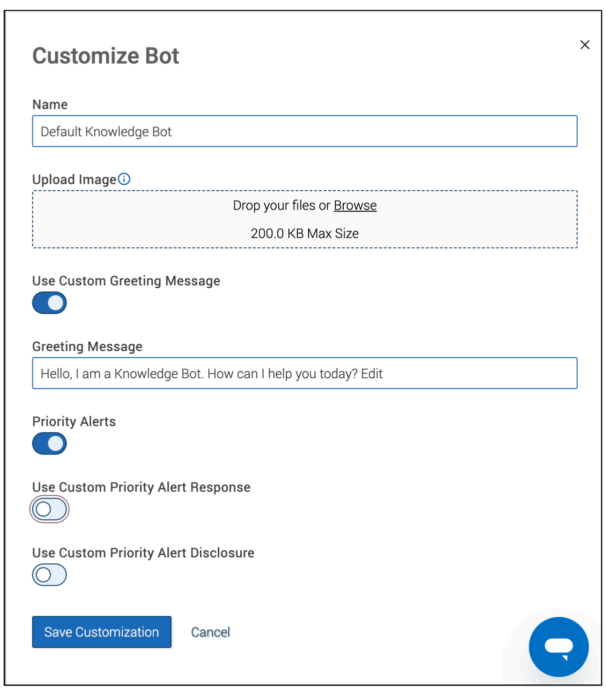
Knowledge Agent

Priority Alerts for Knowledge Agent

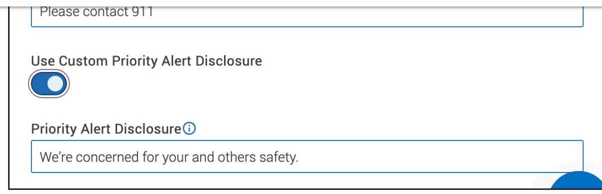
To help ensure that urgent student needs are visible to our partners and their care teams, Navigate360 has added Priority Alerts to our Knowledge Agent for Navigate360. This helps staff be alerted about certain student conversations with the Knowledge Agent in order to intervene as soon as possible to keep their communities safe and healthy. Only partners with the Knowledge Agent have access to the feature.

The Priority Alerts feature monitors student conversations with the Knowledge Agent for context and language that indicate a risk of harm to themselves or others. When a Priority Alert is detected, two actions can happen. First, the student receives an immediate response message in the conversation from the Knowledge Agent. Additionally, an alert is issued, triggering any configured follow-up workflows, as with other alert reasons in the platform.

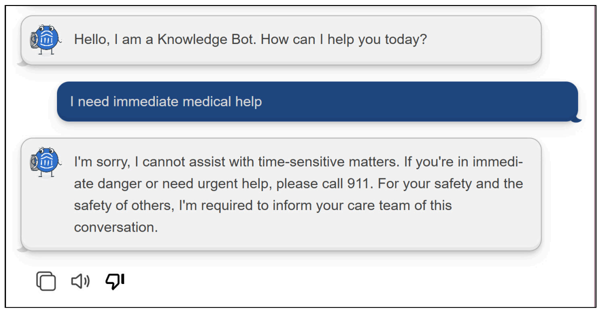
Priority Alerts are enabled on the **Customize** panel in **Knowledge Bot Administration**. Upon release, the Priority Alerts toggle on the bot will be automatically enabled and can be disabled if desired by any user who has *Administration for Knowledge Bot* permission.



When the **Priority Alerts** toggle is turned on, two options appear: *Use Custom Priority Alert Response* and *Use Custom Priority Alert Disclosure*. Turning these toggles on allows your administrator to enter their own custom text in consultation with your institution's leadership and counsel that appear as the student response. If you do not customize your response, the default *Priority Alert Response* is "I'm sorry, I cannot assist with time-sensitive matters. If you're in immediate danger or need urgent help, please call 911." The default *Priority Alert Disclosure* is "For your safety and the safety of others, I'm required to inform your care team of this conversation."

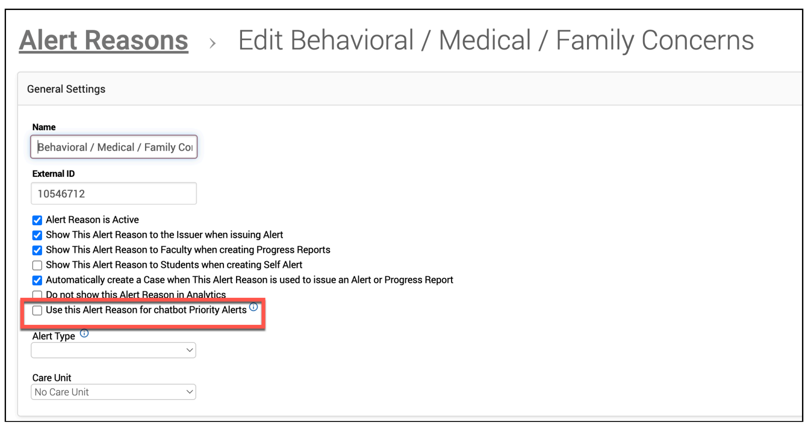


These two messages appear successively in a single response to students.



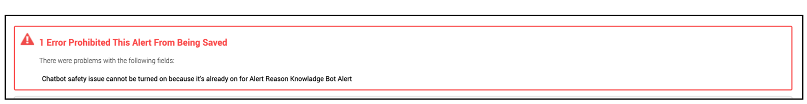
Customized text for Priority Alerts will be saved with other customizations.

The other part of setting up Priority Alerts is creating an Alert Reason that is triggered by the Knowledge Agent Priority Alert setting in order to notify staff of the student conversation. This setting appears on the **Create/Edit Alert Reason** page.



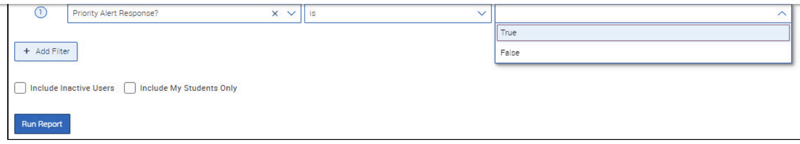
Finish configuring the Alert Reason as you would for other Alert Reasons, for example, opening a case, emailing the student's advisor or another key staff member, and so forth. Creating Alert Reasons in Student Success explains the process for partners. We do not recommend sending automatic alert communication directly to the student from the alert reason to allow for more tailored staff follow-up.

Only ONE Alert Reason may be assigned to the Priority Alerts. If an Alert Reason has already been selected for Priority Alerts, saving a configuration will trigger an error message, as shown in the example below.



Once Priority Alerts are turned on in the Knowledge Agent Administration page of Navigate360 and the Alert Reason is configured and active, this feature will monitor and flag student chats.

When a Priority Alert is created from a student conversation, that is reflected within a new field in the Knowledge Bot Usage Report. Report users can also filter on *Priority Alert Response?* as a data filter in the Knowledge Bot Usage Report.



Web Sources

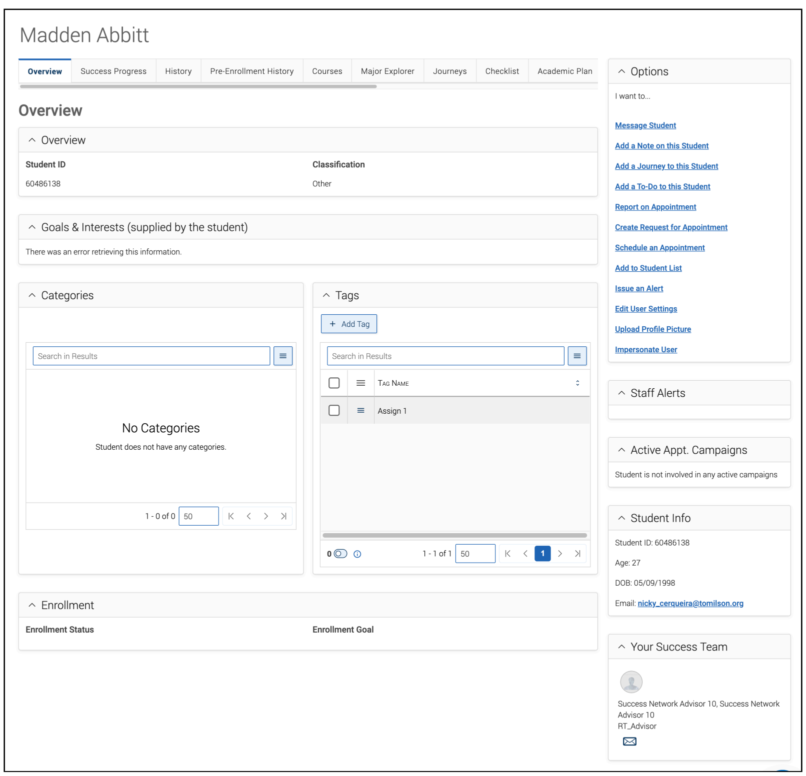
Web Source jobs now default to a depth of 10 from the primary configured URL. One web source job can create up to 500 documents per run. Restrictions to include or exclude specific URL paths are still available.

Excluding a URL path now excludes all sub-paths from the web source job. For example, adding /admissions to the exclude URL field now excludes /admissions/apply.

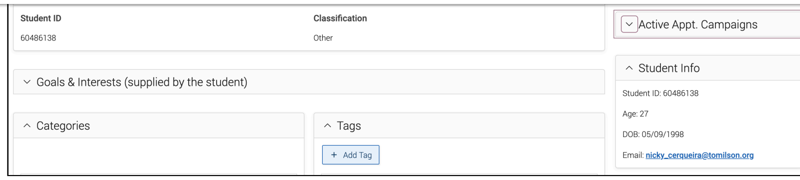
Student Profile

Student Profile Overview Tab Look & Feel Changes

Navigate360 has made some changes to the look of the Student Profile Overview tab. These changes do not change any of the information available on the tab or any functionality. Instead, they make it easier to close sections of the profile so a staff user can scan the tab faster.



The change made is that all sections of the Overview tab are collapsible by selecting the  icon as well as all the right menus on the Student Profile. An example of a Student Profile Overview page with a selection of collapsed and open sections is shown below.



Fixed

Various Fixes

- There was an issue when trying to scroll through filters in the Staff Dashboard widgets where the filter would close if a user tried to scroll. This has been fixed.
- Fixed an issue where the **View Detail** button for the Predicted Intervention Level on the Student Profile was not working.
- Fixed an issue where in some cases, duplicate Appointment Summaries were appearing on the Student Profile History tab.
- Fixed an issue where grand totals were not populating on My Dashboard widgets.
- Fixed an issue where clicking on the Appointment Queue link anywhere in Navigate360 for Student Success takes you to your Staff Home page, not directly to the Appointment Queue tab.
- Fixed an issue where partners who have joined Navigate360 since the release of the current User Custom Attributes were seeing the old Custom Attributes page and link on the Administration page. This should no longer happen.
- Fixed an issue where API responses to the V1 Appointment Summary API were returning errors.
- Fixed some formatting irregularities in Appointment Summary report boxes for our users.
- Fixed the RSVP merge tag for SMS messages for Events.
- **STA 25.19.2 Fix:** Fixed an issue where students were attempting to check in to Events and would never reach the check-in screen.

2

Recently viewed articles

Navigate360 Student - STU 25.14 Release Notes

Navigate360 Student - STU 25.3 Release Notes

Pronouns in Navigate360 Student in Student Success

Release Note Styling Updates

Navigate360 Staff Platform - STA 25.15.2 Release Notes

Comments

Gina Schorr 5 days ago

0

11 Sep 2025: Updated the STA 25.19 notes to include Appointment Campaign feature enhancements.

Help Center Manager 2 hours ago

0

17 Sep 2025: Added information about the Event check-in fix. Your site will show 25.19.2 after tonight.