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## Navigate360 Staff Platform - STA 25.19.2 Release Notes



[Help Center Manager](#)

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**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

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### 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.

### Edit Rasha Aasen

User Information
Additional Permissions
**Impersonation Permissions**
Protected Fields
Features

Add specific users that this user may impersonate or may be impersonated by.

#### Users Rasha Aasen Can Impersonate

+ Add Users

Search in Results

No Information  
Currently we do not have content to share.

1 - 0 of 0
100
K < > X

#### Users Who Can Impersonate Rasha Aasen

**Note About This List**  
This list shows users explicitly allowed to impersonate Rasha Aasen. Users with "Impersonate All Users" permission are not displayed here but may also be able to impersonate this user. That permission can be found in role configurations or in the "Additional Permissions" tab when editing users.

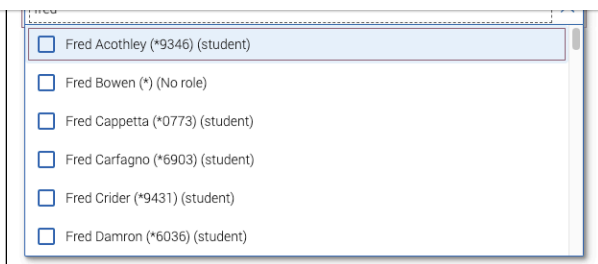
+ Add Users

Search in Results

No Information  
Currently we do not have content to share.

1 - 0 of 0
100
K < > X

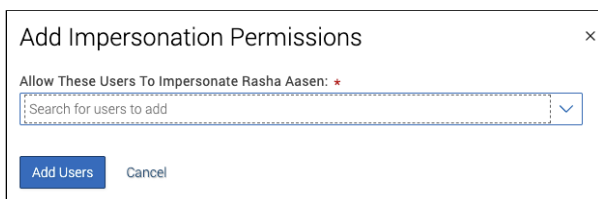
The *Users [Name] Can Impersonate* table lists the users the person being edited can impersonate. If the admin user selects **Add Users**, the **Add Impersonation Permissions** panel opens. From there, the admin user can search for and add users to a list the original user can impersonate.



A screenshot of a user selection dropdown menu. It contains a list of users, each with a checkbox and their name followed by a role in parentheses. The users listed are: Fred Acothley (\*9346) (student), Fred Bowen (\*) (No role), Fred Cappetta (\*0773) (student), Fred Carfagno (\*6903) (student), Fred Crider (\*9431) (student), and Fred Damron (\*6036) (student).

**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.

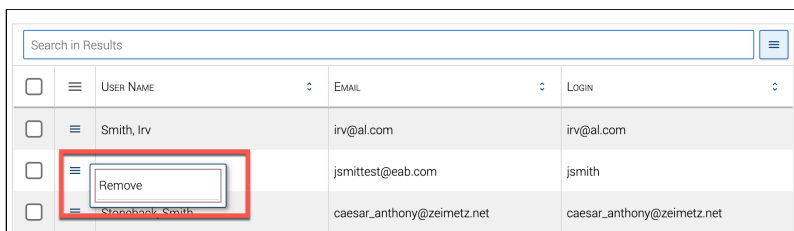
The *Users Who Can Impersonate [Name]* table lists the users who can impersonate the person being edited. When the admin user selects **Add Users** for this table, they can then search for and add staff users to a list the original user can be impersonated by.



A screenshot of the 'Add Impersonation Permissions' dialog box. It has a title bar with a close button. Below the title bar, it says 'Allow These Users To Impersonate Rasha Aasen: \*'. There is a search input field with the placeholder text 'Search for users to add' and a dropdown arrow. At the bottom, there are two buttons: 'Add Users' and 'Cancel'.

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.



A screenshot of a table showing impersonation permissions. The table has a search bar at the top and a table body with columns: User Name, EMAIL, and LOGIN. The first row is 'Smith, Irv' with email 'irv@al.com' and login 'irv@al.com'. The second row is 'jsmittest@eab.com' with email 'jsmittest@eab.com' and login 'jsmith'. The third row is 'caesar\_anthony@zeimetz.net' with email 'caesar\_anthony@zeimetz.net' and login 'caesar\_anthony@zeimetz.net'. A red box highlights the 'Remove' button in the second row.

	User Name	EMAIL	LOGIN
<input type="checkbox"/>	Smith, Irv	irv@al.com	irv@al.com
<input type="checkbox"/>	jsmittest@eab.com	jsmittest@eab.com	jsmith
<input type="checkbox"/>	caesar_anthony@zeimetz.net	caesar_anthony@zeimetz.net	caesar_anthony@zeimetz.net

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.

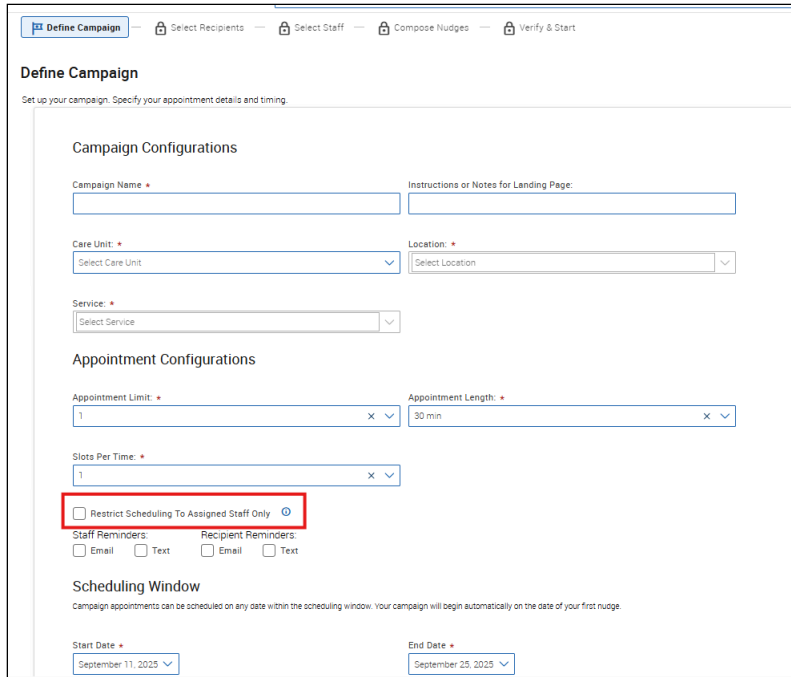
## Appointment Campaigns

### 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.



**Define Campaign**

Set up your campaign. Specify your appointment details and timing.

**Campaign Configurations**

Campaign Name:  Instructions or Notes for Landing Page:

Care Unit:  Location:

Service:

**Appointment Configurations**

Appointment Limit:  Appointment Length:

Slots Per Time:

☐ Restrict Scheduling To Assigned Staff Only

Staff Reminders: ☐ Email ☐ Text Recipient Reminders: ☐ Email ☐ Text

**Scheduling Window**

Campaign appointments can be scheduled on any date within the scheduling window. Your campaign will begin automatically on the date of your first nudges.

Start Date:  End Date:

## 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

This campaign is configured to allow scheduling only with assigned staff members. Some students are either missing an assigned staff member or are assigned to staff who are not included as campaign organizers.

[Download CSV of impacted students](#)

**Verify & Start**

**Campaign Summary**

**Define Campaign**

Name:	Course Advising for Spring 2025
Care Unit:	Advising
Location:	Advising and Transfer Center

## 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.

Customize Bot

Name

Default Knowledge Bot

Upload Image

Drop your files or [Browse](#)

200.0 KB Max Size

Use Custom Greeting Message

Greeting Message

Hello, I am a Knowledge Bot. How can I help you today? Edit

Priority Alerts

Use Custom Priority Alert Response

Use Custom Priority Alert Disclosure

Save Customization

Cancel

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."

Please contact 911

Use Custom Priority Alert Disclosure

Priority Alert Disclosure ⓘ

We're concerned for your and others safety.

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

Hello, I am a Knowledge Bot. How can I help you today?

I need immediate medical help

I'm sorry, I cannot assist with time-sensitive matters. If you're in immediate danger or need urgent help, please call 911. For your safety and the safety of others, I'm required to inform your care team of this conversation.

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.

**Alert Reasons** > Edit Behavioral / Medical / Family Concerns

General Settings

Name  
Behavioral / Medical / Family Coi

External ID  
10546712

☒ Alert Reason is Active

☒ Show This Alert Reason to the Issuer when issuing Alert

☒ Show This Alert Reason to Faculty when creating Progress Reports

☐ Show This Alert Reason to Students when creating Self Alert

☒ Automatically create a Case when This Alert Reason is used to issue an Alert or Progress Report

☐ Do not show this Alert Reason in Analytics

☐ Use this Alert Reason for chatbot Priority Alerts ⓘ

Alert Type ⓘ

Care Unit  
No Care Unit

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.

**1 Error Prohibited This Alert From Being Saved**

There were problems with the following fields:

Chatbot safety issue cannot be turned on because it's already on for Alert Reason Knowledge Bot Alert

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.

True
False

+ Add Filter

☐ Include Inactive Users
☐ Include My Students Only

Run 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.

Madden Abbitt

Overview
Success Progress
History
Pre-Enrollment History
Courses
Major Explorer
Journeys
Checklist
Academic Plan

^ Overview

Student ID
60486138
Classification
Other

^ Goals & Interests (supplied by the student)

There was an error retrieving this information.

^ Categories

Search in Results

No Categories
Student does not have any categories.

1 - 0 of 0
50
K
<
>
X

^ Tags

+ Add Tag

Search in Results

☐ Tag Name
☐ Assign 1

1 - 1 of 1
50
K
1
>
X

^ Enrollment

Enrollment Status
Enrollment Goal

^ Options

I want to...

Message Student
Add a Note on this Student
Add a Journey to this Student
Add a To-Do to this Student
Report on Appointment
Create Request for Appointment
Schedule an Appointment
Add to Student List
Issue an Alert
Edit User Settings
Upload Profile Picture
Impersonate User

^ Staff Alerts

^ Active Appt. Campaigns


Student is not involved in any active campaigns

^ Student Info

Student ID: 60486138
Age: 27
DOB: 05/09/1998
Email: nicky\_cerqueira@tomlison.org

^ Your Success Team

Success Network Advisor 10, Success Network Advisor 10
RT, Advisor

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.

Student ID 60486138	Classification Other	<input checked="" type="checkbox"/> Active Appt. Campaigns
Goals & Interests (supplied by the student)		Student Info Student ID: 60486138 Age: 27 DOB: 05/09/1998 Email: <a href="mailto:nicky_cocquetra@somerset.org">nicky_cocquetra@somerset.org</a>
Categories	Tags <input type="button" value="+ Add Tag"/>	

## 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

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Yes

No

1 out of 1 found this helpful

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### 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.

