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Navigate360 Staff Platform - STA 25.20

Release Notes



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Parts of Navigate360 Impacted: Navigate360 Staff Platform

Training Release Date: 22 September 2025

Prod Release Dates (Expected): 29 Sept 2025 (Prod A) / 2 October 2025 (Prod B)

General Availability Dates: 30 Sept 2025 (Prod A) / 3 October 2025 (Prod B)

Release Note Summary: Expanded merge tags are available for campaign nudges, send message automations, and messaging. Accessibility updates. Fixes across the platform.



03:58

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New Features & Enhancements

Accessibility

Accessibility Updates for Navigate360 Staff

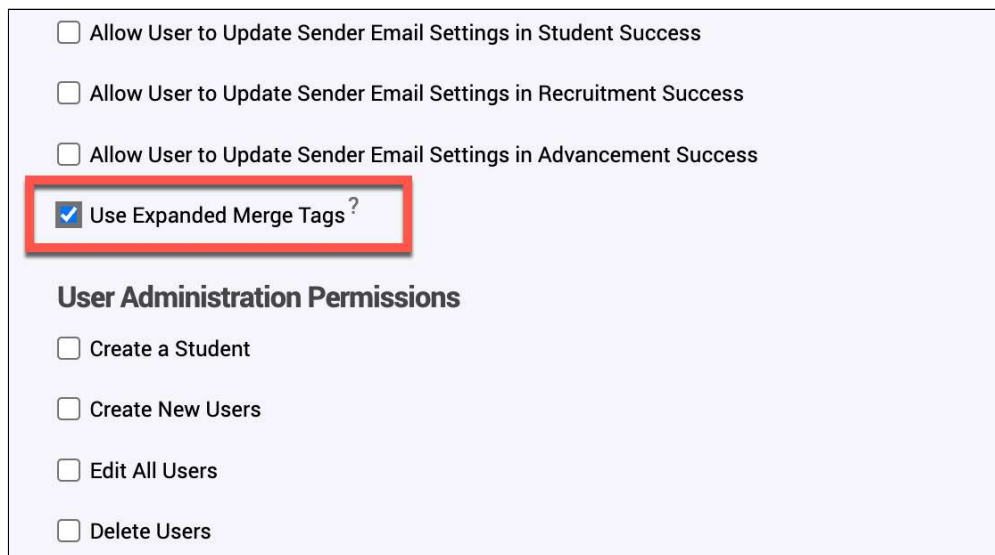
Minor accessibility fixes for the Appointment Center.

Automations, Campaigns, Email Messaging

Expanded Merge Fields for Campaign Nudges and Messages in Navigate360

To improve the effectiveness of staff communications to students in Navigate360 for Student Success, we have expanded the number of merge fields available to our users. These expanded merge fields are based on columns from our V3 Reports. Specifically for Student Success, the fields are pulled from the Student Report and include categories, assigned staff, and more. The fields are available in all campaign nudges and Send Message actions. This includes Send a Message automations.

Important! To have initial action to the expanded merge fields, the user needs to have access to the V3 Students Report. If the user has access to the report, they are granted access to expanded merge fields automatically at the time of release and the permission to do so is added to their user account. If the user or role does not have access to this report, they will need permission for the Students Report granted to them as well as the *Use Expanded Merge Tag* permission in the Administration section of the Edit Role page.



☐ Allow User to Update Sender Email Settings in Student Success

☐ Allow User to Update Sender Email Settings in Recruitment Success

☐ Allow User to Update Sender Email Settings in Advancement Success

☒ Use Expanded Merge Tags?

User Administration Permissions

☐ Create a Student

☐ Create New Users

☐ Edit All Users

☐ Delete Users

Expanded merge fields are available when creating nudges for any student-facing campaign type or Event. Users can search the merge fields to find the one they want as well. Along with the fields from the Student Report, any campaign-specific fields such as the Schedule Link are also available

in the Merge Fields menu.

Compose Message

▼ Apply a Template ⓘ

Subject *

​{{student_first_name}}, Schedule an Advising appointment

Message *

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Please Schedule Your Advising Appointment

Hello {{student_first_name}} :

Please schedule an appointment for Campus NAV QA Serv 2 at 2020 Testing so, please click the following link, select a time that works with your schedule. You will receive an email confirming the appointment time and details.

​{{schedule_link}}

Thank you!

▼ Enhance with AI ⓘ


Attachments

Drag & Drop your files or [Browse](#)

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If users do not have expanded merge fields, the Merge Tags menu displays the previous options.

Message *

Paragraph ▾ A ▾ A ▾ A² ▾ A₁ ▾ B I | 🔗 ⋮ ▾

1/2 ▾ ≡ ▾ | ↶ ↷ | 📎 📅 ▾ Merge Tags ▾

Recipients:

- Recipient Name
- Recipient First Name
- Recipient Last Name
- Personal Availability Link
- Email Signature

Enhance with AI ⓘ

Add Attachment:

As part of the changes, instead of the preview email or send email sample showing a value in the field, the merge field name displays instead, as shown here.

Preview Email

{{ Student First Name }}, Schedule an Advising appointment

Please Schedule Your Advising Appointment.

Hello {{ Student First Name }} :

Please schedule an appointment for the Advising Center at the EAB Success Quad. To do so, please click the following link, select a time that works with your schedule, and click Save. You will receive an email confirming the appointment time and details.

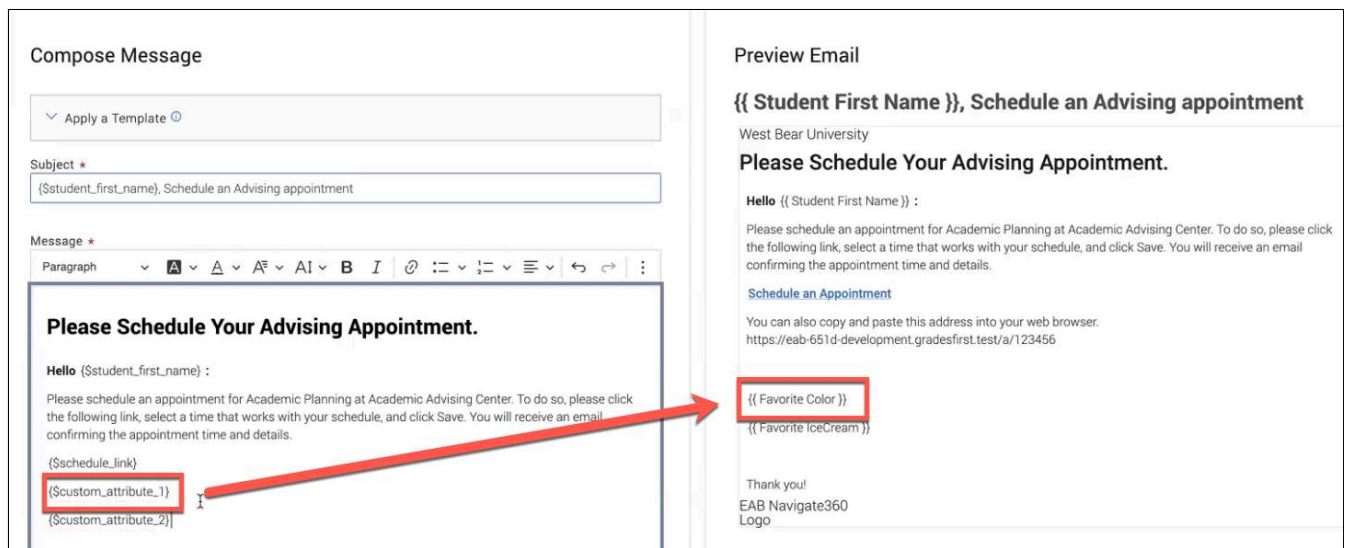
[Schedule an Appointment](#)

You can also copy and paste this address into your web browser.
<https://sigma.campus-qa-blue-mt.eab.com/a/123456>

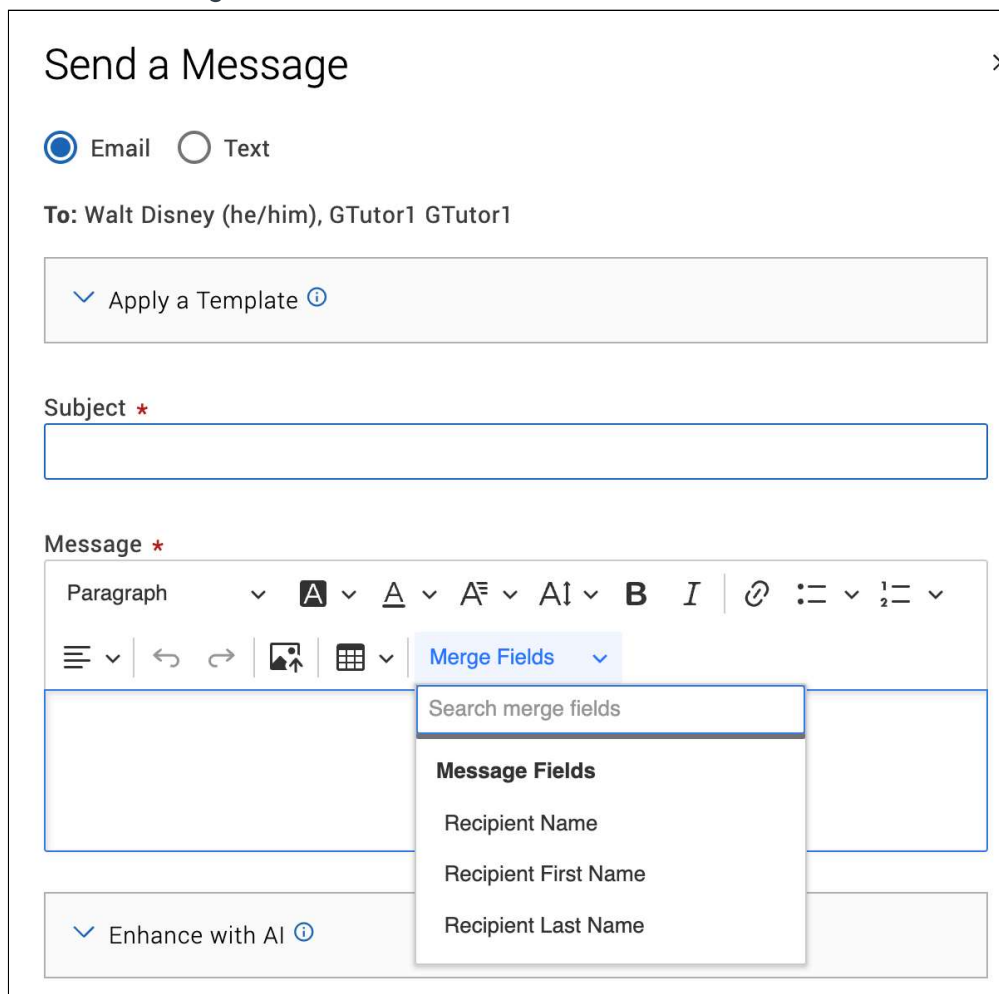
Thank you!

Student with questions?
 Please contact your assigned advisor for assistance. Assigned advisors information and access can be found on the advising tab in mySFA.

If your institution is using Custom Attributes, the Preview displays the "friendly" name even though the Message composition field displays, e.g. *custom_attribute_1*.



Note that sending messages to staff also allows for Merge Fields; however, these are much more limited. If sending a message to a mixed group of staff and students, users should only have access to the staff merge fields.



As mentioned above, expanded merge fields can also be used when creating a Send a Message automation. These work just as they would with campaign nudges and sending messages.

Send Email

Send Text

Send Email

▼

Apply a Template ⓘ

Subject *

Message *

Paragraph

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Search merge fields

Students Report Fields

Student Name

Email

Student ID

Alternate ID

Categories (Comma List Format)

Tags (Comma List Format)

Majors (Comma List Format)

Classification

Assigned Staff (Semicolon List Format)

Merge Fields ▼

V3 Reports

New Columns in the Students Report

We have added *Student First Name* and *Student Last Name* columns to the Students Report. These two columns will be hidden by default, but can be turned on in the Column Manager.

Fixed

Various Fixes

- Restored the previous color and border for the Summary box on the Student Profile Overview.
- Fixed an issue where some partners were unable to upload student photo imports via SFTP.
- Fixed an issue where the expanded email sender settings were not appearing when composing Event nudges.

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