Search

Articles in this section ⌄

Navigate360 Staff Platform - STA 25.20 Release Notes

Help Center Manager
4 days ago · Updated

Follow

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

Table of Contents

New Features & Enhancements

Accessibility
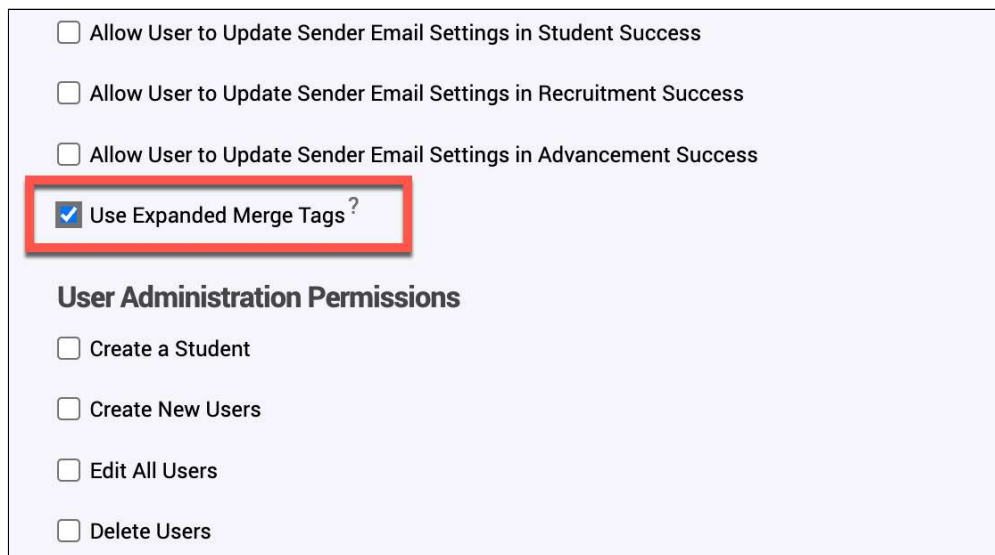
Accessibility Updates for Navigate360 Staff

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.

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.

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

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.

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*.
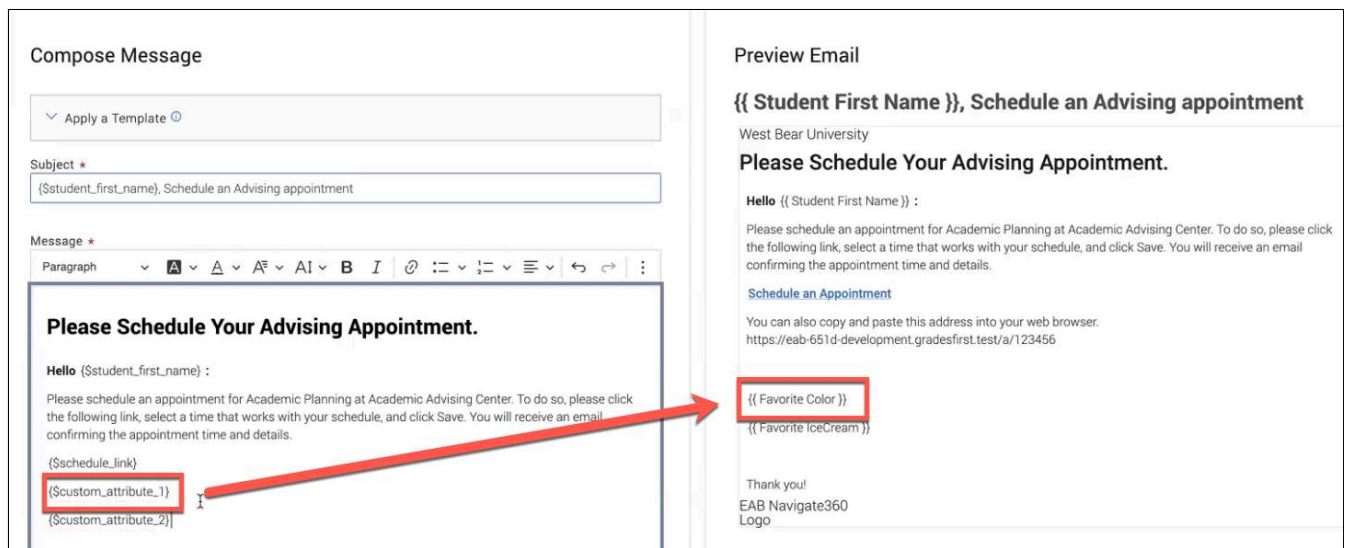
Note that sending messages to staff also allows for Merge Fields; however, these are much more limited. If sending a message to a mixed group of staff and students, users should only have access to the staff merge fields.
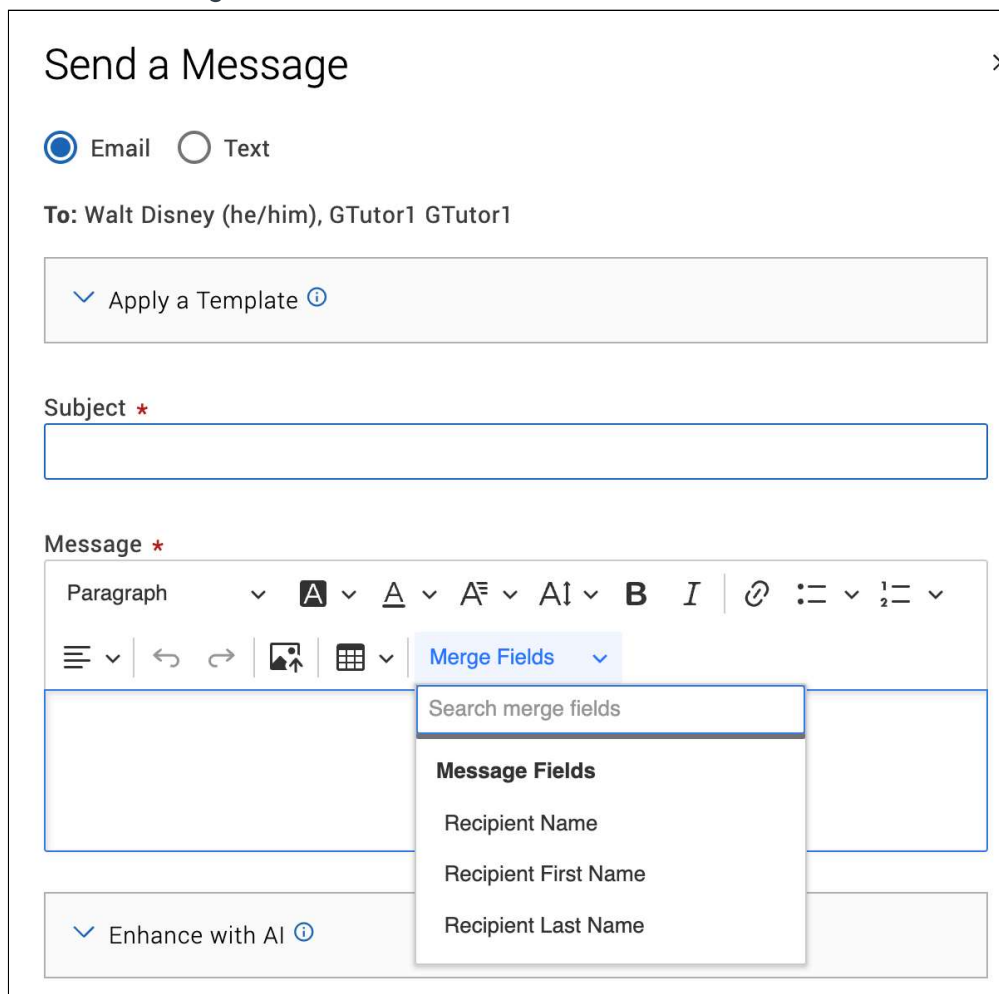
As mentioned above, expanded merge fields can also be used when creating a Send a Message automation. These work just as they would with campaign nudges and sending messages.

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.

Was this article helpful?

Yes   No

0 out of 0 found this helpful

Have more questions? Post in the comments below.

Recently viewed articles

Navigate360 Staff Platform - STA 25.19.3 Release Notes

Custom and Deep Link Guide for Navigate360 Staff

Comments

0 comments

Be the first to write a comment.

Help Center

Privacy Policy | Terms of Use