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Navigate360 Staff Platform - STA 25.7 Release Notes

**Help Center Manager**

4 hours ago · Updated

Parts of Navigate360 Impacted: Navigate360 Staff platform, NavAI**Training Release Date (Expected):** 25 March 2025**Prod Release Dates (Expected):** 31 March 2025 (Prod A) / 2 April 2025 (Prod B)**General Availability Dates:** 1 Apr 2024 (Prod A) / 3 Apr 2024 (Prod B)**Release Note Summary:** Introducing Program Advising Bot and student-level click to open rates! Fixes to the platform, including accessibility updates.

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New Features & Improvements

Appointment Summaries

Added a new tooltip for Additional Services to a campaign Appointment Summary. It reads "Use this field to add or remove additional services provided during this appointment that were not part of the scheduled Appointment Campaign Service. The scheduled Campaign Service cannot be removed or changed."

Campaigns

Student-Level Click to Open Rates

Note. To view aggregate and student-level click to open rates, your institution must contact Navigate360 Partner Support (NavigateTechSupport@eab.com) to enable it. If this feature is already enabled at your institution, the student-level information will automatically be available. Additionally, this information will only be included for nudges going forward; it will not be applied retroactively.

Navigate360 for Student Success has provided access to student-level click-to-open rate data for campaign nudge messages, including the Welcome Message. It is important to note that as email clients have increased privacy protections, individual open rates may inflate the number of students who have read the email by automatically saying any email sent to the student has been opened even if the student did not read it.

Staff can find the individual student data by opening a campaign page and selecting the **Export Details** button for each email message sent by the campaign (for example, Welcome Messages and Nudges).

Nudge Metrics

Welcome Message

Subject: test2-amit

CLICK-TO-OPEN-RATE 0% Export Details

Emails Sent
3

Emails Opened
3

Links Clicked
0

Selecting this button exports a CSV file with the following metrics: First Name, Last Name, ID, Email, Email Opened (a Y/N field), and Link Clicked (a Y/N field). If there is no link to click in the email message, Link Clicked displays N/A in the CSV.

	A	B	C	D	E	F
1	First Name	Last Name	ID	Email	Email Opened	Link Clicked
2	Rania	Nelson	76543		Yes	No
3	Alex	Ramirez	!t123	tommy2@a.	Yes	No
4	Tommy	Jones	#=1323	tommy3@a.	Yes	No
5						
6						

The following campaign types have the ability to export student click-to-open rates: Appointment Campaigns, Messaging Campaigns, Enrollment Campaigns.

NavAI

Program Advising Bot

Navigate360 for Student Success now has a Program Advising Bot to help students and advisors create Academic Plans. The Program Advising Bot is administered in Navigate360 staff platform and is available to students in the Academic Planning feature. Your institution can activate this feature if it has Program Advising (Academic Planner) and has enabled Program Advising Bot by emailing Navigate360TechSupport@eab.com.

This note covers the Program Advising Bot administration page. For how students engage with Program Advising Bot, refer to the STU 25.4 release note.

First, to access Program Advising Bot administration, users need the *Administration for Program Advising Bot* permission. Once the role has that permission, Program Advising Bot Administration is on the Administration page.

NavAI

[Program Advising Bot Administration](#)

Once the Program Advising Bot administration page has been open, users see a table of documents the bot uses to help students.

Customize

Documents For Program Advising Bot

+ Add Document

Search in Results

Id	NAME	STATUS	FILE NAME	LAST UPDATED AT
7	How to Contact the Advising Office	success	How to Contact the Advising Office.d...	09/19/2024, 12:22 PM ET
6	EAB Course Catalog 2	success	EAB Course Catalog 2.docx	09/19/2024, 12:20 PM ET

From this page, users can add, edit, or delete documents and customize the Program Advising Bot with a unique icon, name, and/or greeting message.

Add a Document panel:

Add Document For Program Advising Bot

Document

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

Name

Upload Document

Uploaded documents must be a supported type (pdf, docx, txt, or pptx) and 150 MB or less.

Customize Program Advising Bot panel:

Customize

Name

Upload Image

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

Use Custom Greeting Message

Greeting Message

Save Customizations

This customized name will appear on both the staff and student applications.

Fixes

Accessibility

Navigate360 for Student Success is continuing to work on improvements and fixes for our platform's accessibility. More improvements have been made with this release.

Various Fixes

- Fixed an issue with certain imports that if a row contained a field with line breaks (e.g. \n), the row would be skipped and the import file might not be processed. This fix impacts Custom Attribute imports, Recruitment Success imports, and imports from Academic Planning and the Content Administration Tool.
- Fixed an issue where the Staff Scheduler displayed both time slots as available on the calendar when only one time slot was actually available.
- Fixed an issue where the Area of Study drawer did not display all fields when creating an Enrollment Census.
- Fixed an issue where recently merged students received a 'Bad Request' error when trying to schedule with their advisors.
- Fixed an issue where the Content Template list was sorting by month when selecting the Created On column. It should now sort correctly by date.
- Fixed an issue where in rare cases, a student would appear in a campaign more than once.

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Comments

4 comments

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Lauren LeClair

1 day ago



11

We are very excited to see the "Additional Services to a Campaign Appointment Summary" added last week! I would love to advocate for this to be added to ALL appointment summaries. When running reports, it would be beneficial to have the "main service" in its own column and the additional services in a different column.



Katie Cartmell (she/her)

1 day ago



0



We are also very glad to learn that our advisors will be able to capture Additional Services! We did some testing in the Training environment and see the box to capture the Additional Service, but do not see the corresponding language included in the note above ("Use this field to add or remove additional services provided during this appointment that were not part of the scheduled Appointment Campaign Service. The scheduled Campaign Service cannot be removed or changed.") Where should we expect to see this language?



Taylor Johnson EAB Partner Support Team

5 hours ago



0



Hi [Lauren LeClair](#),

Thank you for the feedback! I would suggest submitting this as an enhancement request to our Idea Portal. This will allow other Partners to comment on it and upvote it to show their support for when the Product Team reviews it for possible inclusion in a future release. I have included a link below to the Idea Portal for you to submit it:



<https://helpcenter.eab.com/hc/en-us/community/topics/4409971742231-Strategic-Care-Ideas-Faculty-Staff-Facing-Functionality>

Best,

Taylor (Partner Support Team)



Taylor Johnson EAB Partner Support Team

3 hours ago · Edited



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Hi [Katie Cartmell \(she/her\)](#),

Thank you for flagging! We have updated the date that you can expect the release to be in our training sites. Please check again in a couple days and let us know if you still do not see the tooltip with the language mentioned above.



Best,

Taylor (Partner Support Team)

