Search

Articles in this section ⌄

Navigate360 Staff Platform 24.5.1 Release Information

Help Center Manager
8 days ago · Updated

Follow

Areas of Platform Updates: Navigate360 for Student Success, Navigate360 Recruitment Success, NavAI

Training Release: 19 March 2024
Prod Release Date (Expected): 25 March 2024 (Prod A) / 27 March 2024 (Prod B)

Release Note Summary: Other small improvements and fixes. Version will show as 24.5.1 in your site after the release.

Note: We suggest performing a hard refresh of your internet browser after each Navigate360 release. In some cases, you may also need to [clear your browser's cache and cookies](#).
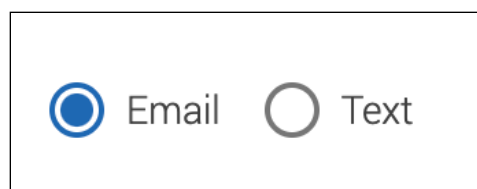
Table of Contents

Navigate360 for Student Success

Messaging

Improved "Send a Message" Interface

Navigate360 has improved our Send a Message interface for Student and Recruitment Success.

Instead of switching between tabs for email and text/SMS messages, there are radio buttons.
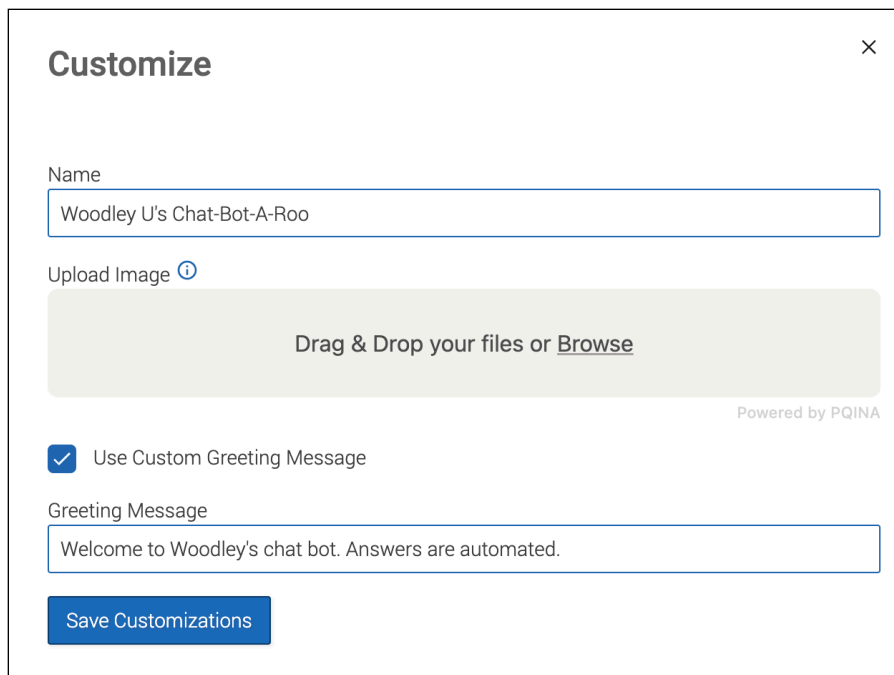
If your institution has NavAI, those features are incorporated into the Send a Message interface.

NavAI

Customized Greeting for Knowledge Bot

NavAI has added the ability to add a customized greeting to your Knowledge Bot. Select Use Custom Greeting Message and enter the message in the free text field. The greeting shows after the legal disclaimer when students open the Knowledge Bot.

Customize   ✕

Name

Woodley U's Chat-Bot-A-Roo

Upload Image ⓘ

Drag & Drop your files or **Browse**

Powered by PQINA

☑ Use Custom Greeting Message

Greeting Message

Welcome to Woodley's chat bot. Answers are automated.

Save Customizations

Navigate360 for Recruitment Success

Campaigns

Introduction to Application Campaigns

Application Campaigns allow staff to reach out to specific prospect populations and encourage them to start an application with your institution. To use Application Campaigns, you must have at least one Application Type active within the campaign's time range and the campaign creator must have the *Campaigns* permission. Application Campaigns may also be used with campaign automations if the user has the *Create, Edit, and Delete Add to Prospect Application Campaign* permission.

Creating and launching an Application Campaign is very similar to creating other campaign types.

One difference is the *Desired Application Type* field, which allows your institution to keep prospective student in the campaign until they start the desired Application Type. If this field (which is optional) is not filled out, then any application begun on the Applicant Portal will cause the student to complete the objective and receive a success message. Any prospects who have started a relevant application or inactive prospects will be removed from the campaign if added to them, much like with Navigate360's Enrollment Campaigns.

Like other campaigns in Recruitment Success, you can add prospects to the campaign when creating it, or later through automation. You can also create nudges. The Welcome Message is required, but other nudges, including the Success Message, are optional.

Once started, the Application Campaign has a tracking page that shows metrics and details about your campaign.

Application Campaign
March App Campaign Details

PROSPECTS IN CAMPAIGN	PROSPECTS WITH STARTED APPLICATIONS	PROSPECTS WITH SUBMITTED APPLICATIONS
4	0%	0%
	0 Prospects	0 Prospects

Options

Edit Campaign Details
Delete This Campaign

Nudge Metrics

No nudges have been sent for this campaign yet, only nudges that have been sent will have metrics displayed

Campaign Information

Application Types
EAB University Undergrad Application

Tracking URL
https://www.eab.com

Tracking URL Text
Click here to open the Applicant Portal

End Date
03/28/2024

Prospects with Started Applications | Prospects with Submitted Applications | Prospects without Applications

Search in Results

No Data

1 - 0 of 0   100 |< < > >|

Fixes

Navigate360 for Student Success

- Fixed an issue where in some cases, users could not get a campaign to launch.

- Fixed an issue where the Navigate360 interface displayed oddly when adding an appointment campaign to an automation.
- Fixed an issue where the Automation Details page for Messaging Campaigns incorrectly showed *Add to Enrollment Campaign* in the **Action** field.
- Fixed an issue with enrollment data imports where midterm and final grade changes now persist on already-dropped courses.

💬 9

Was this article helpful?

Yes	No

0 out of 0 found this helpful

Have more questions? Submit a request

Recently viewed articles

Navigate360 Staff Platform 24.6 Release Information

Automated Actions

Comments

9 comments   Sort by ⌄

Katina Velentzas
1 day ago

⌃

14

⌄

⚙

Hi all, what happened to our ability to minimize/save draft messages? The new "Send a Message" screen no longer seems to have this ability for us. It's definitely a functionality that came in handy all the time.

Karen Meister
20 hours ago

⌃

10

⌄

⚙

Please bring back the ability to minimize the message box. You can now no longer go back into a student's record to look something up and then complete the message. It is disrupting work flow. Honestly, I am unlikely to continue messaging in Navigate because of this change.

John Duarte
7 hours ago

⌃

9

⌄

⚙

I have had several advisors reach out to me frustrated because they are not able to minimize the message box. They feel this is a step backward in doing their job efficiently. The ability to minimize needs to be reinstituted for the benefit of the users.

Brianna Wayne
7 hours ago

9

Hello, the update that took away the ability to minimize the message box has greatly impacted my workflow and made the functionality of Navigate decrease. I now have to find the student's email and message them in a different program so I am able to still edit my messages while they are being composed. Please bring back the feature of being able to minimize messages in Navigate.

Sarah Zehringer
7 hours ago

8

Please restore the ability to minimize messages. This change has negatively impacted my workflow. Advisors need to be able to move between a draft message and the student's Navigate page to ensure accuracy and efficiency. This update has decreased both and I am not sure I want to continue using the Navigate messaging feature if the issue is not resolved. Please restore the ability to minimize messages in Navigate.

Emmily Eccles
6 hours ago

7

The ability to minimize messages through Navigate should be made available as it greatly helps with Advisor workflow and efficiency.

Shelley Bowers
6 hours ago

7

Please give us the ability to be able to minimize student messages as we used to be able to do. There are many times that we are in the middle of a message and need to put it on hold and come back to it so that we can do something else in Navigate. Since we cannot minimize it requires us to open a new Navigate window to work. This is greatly restricting workflow and is not intuitive.

Zachary Brown
5 hours ago

5

I would like to reiterate all the requests to bring back the ability to minimize messages as you are working on them in Navigate. As stated above, the ability to do so accommodates for a greater efficiency in workflow.

Kathryn Pham, Ph.D.   EAB Partner Support Team
4 hours ago

1

We are grateful for the feedback provided in the comments, and our product development team is exploring options to address the concerns raised here.

In the interim, when a user needs to navigate away from the current page while drafting their message, we encourage using a second browser tab or window to do so.

Help Center