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Navigate360 Staff Platform 24.6 Release Information

Help Center Manager
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Areas of Platform Updates: Navigate360 for Student Success, Navigate360 Recruitment Success

Training Release: 1 April 2024
Prod Release Date (Expected): 8 April 2024 (Prod A) / 10 April 2024 (Prod B)

Release Note Summary: Updates to Staff Dashboard and fixes to the platform. For Navigate360 for Recruitment Success, SMS nudges for Application Campaigns, Contact Messaging campaign automation, and the ability to add contacts to Recruitment Success from an in-progress application.

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_.

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Navigate360 Platform

Email Deliverability and Allow Listing

Compliance with New Email Domain Authentication Requirements

Gmail and Yahoo plan to enforce [new domain authentication requirements](#) for bulk email senders beginning on April 1, 2024. To ensure that there is no disruption in the delivery of emails, any email message initiated via Navigate360 by an end user with an unauthenticated email domain (e.g. username@unauthenticateddomain.edu) will be sent from an EAB-authenticated email domain that matches your Navigate360 site domain with the following format: username@schema.campus.eab.com.

All email messages sent via Navigate360 will continue to be delivered to their intended recipient, and replies will be routed to the sender's original email address.

> **Important.** This change will go into effect on April 1, 2024, prior to the STC 24.6 release.

Most Navigate360 partners completed the domain authentication process (which ensures compliance with SPF, DKIM, and DMARC standards) during implementation or in response to outreach from EAB's Partner Support Team across the last 3 months. If you are uncertain whether your institution's email domain has been authenticated, please reach out to Navigate360TechSupport@eab.com for assistance.
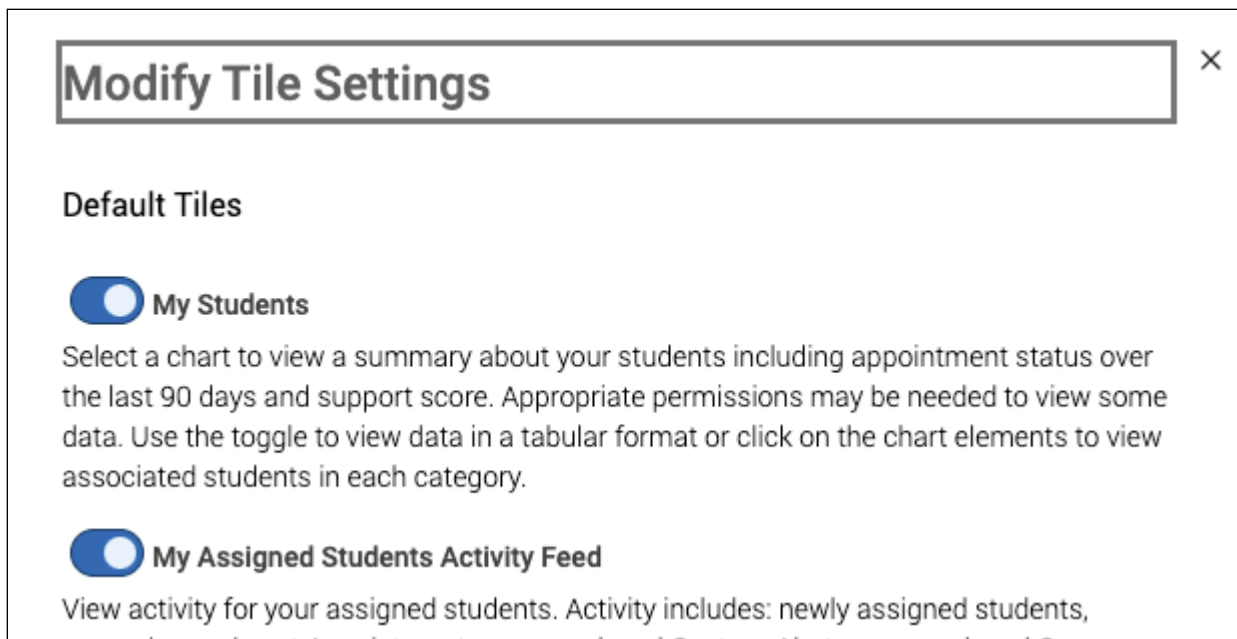
Navigate360 for Student Success

Staff Dashboard

Staff Dashboard Updates

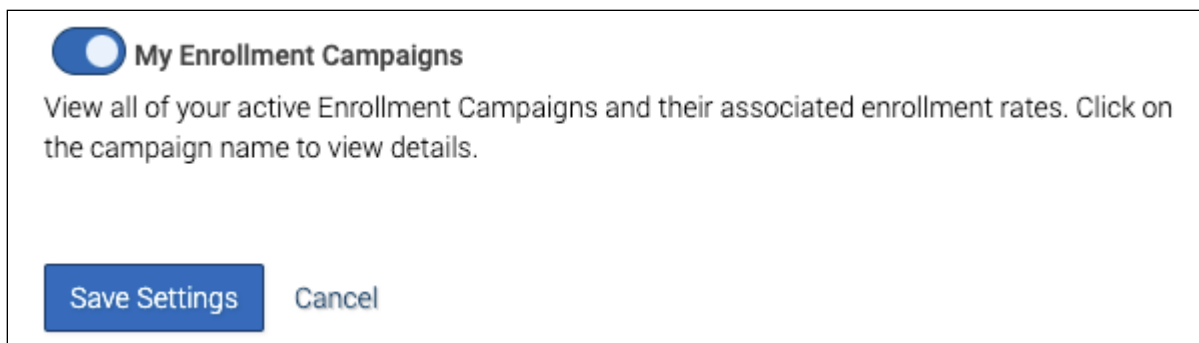Some minor enhancements have been made to the Staff Dashboard.

First, the Last Refresh text is smaller.

Next, there are some updates to the Settings button and drawer. The drawer is now named Modify Tile Settings.

Look and feel has been somewhat updated and finally, there is now a Save Settings and Cancel button for this drawer.
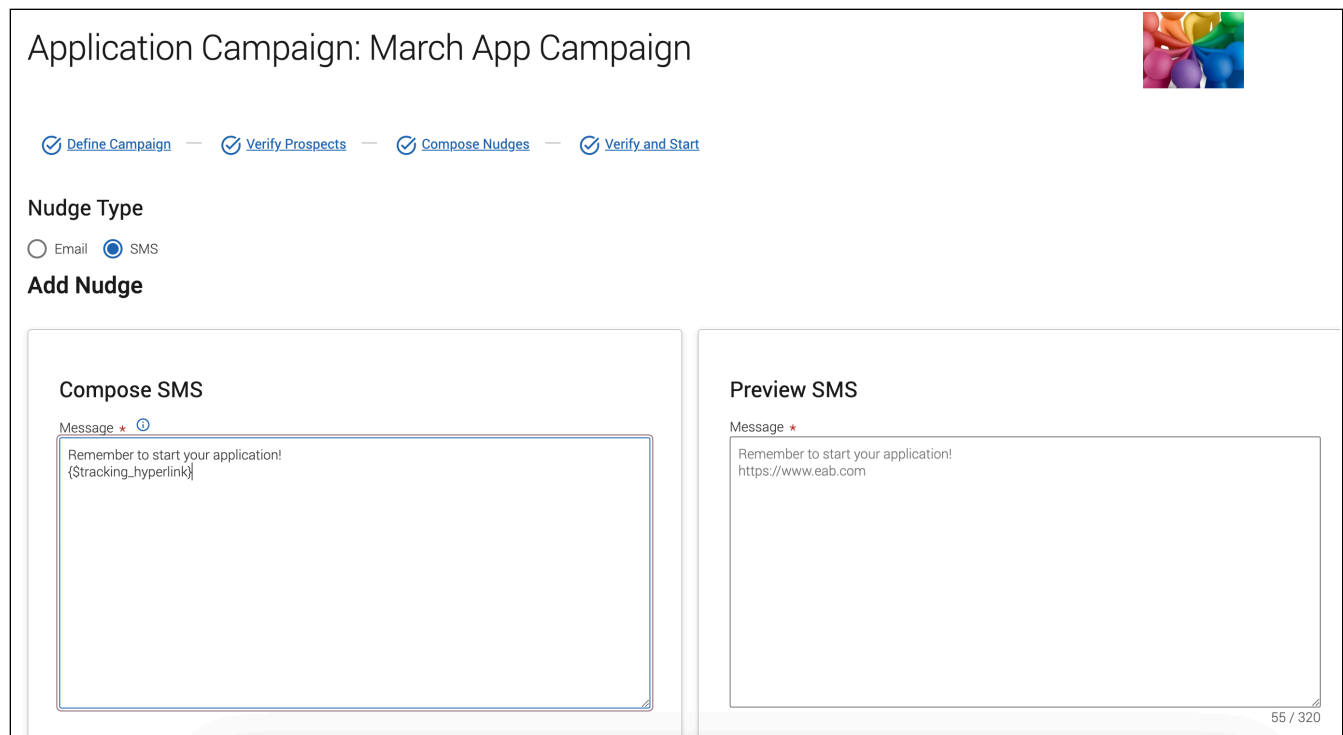
Navigate360 for Recruitment Success

Campaigns

Application Campaign Nudges Have SMS Option

Application Campaign nudges for Recruitment Success can now be SMS text messages in addition to existing email campaign nudges. Users can select the nudge type when creating the nudge and compose an SMS like other Navigate360 campaign types.

Application Campaign: March App Campaign

✓ Define Campaign —— ✓ Verify Prospects —— ✓ Compose Nudges —— ✓ Verify and Start

Nudge Type

○ Email ⦿ SMS

Add Nudge

Compose SMS

Message * ⓘ

Remember to start your application!
{$tracking_hyperlink}

Preview SMS

Message *

Remember to start your application!
https://www.eab.com

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Application Campaigns Display in Recruitment Success Campaign Reports (STC-47691)

The **Campaign Type** column will display Application Campaigns along with the other campaign types, Appoitment Campaign and Messaging Campaign, in the Contact and Prospect Campaign report results.

Contact Messaging Campaign Automation

Users can now automate adding contacts to Contact Messaging Campaigns from a saved report.

Adding Contacts from In-Progress Applications

If an in-progress application from either Applicant Portal, an import, or a manual add contains enough required contact information, a Contact profile will be created for parents, counselors, or legacies from that in-progress information.

To add a Contact from in-progress applications, the following information must be added about the contact:

- First Name
- Last Name
- Email
- Type of Contact

This is an update from the previous behavior, where contacts were only added after a prospective student submitted the application; now, even in-progress applications will pull in contact data. If the information is updated, it will overwrite the previous data in Recruitment Success.

Fixes

Navigate360 for Student Success

- Fixed an issue where all Alert Reasons were showing on the Cases page, even when users did not have permission to view those reasons.
- Fixed an issue where a no-show appointment was displaying as *Met with Me* in the Staff Dashboard.
- Fixed an issue where CSV reports with extremely large data cells were sending data into the next cell, causing "wrong" data to appear in different columns.
- Fixed an issue where trying to open a PDF attached to an Appointment Summary would cause an error message.
- Improved performance for Progress Report campaigns when creating a very large campaign.

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