

# **Communication Channels in Navigate**

Navigate is a Student Success Management System that is built to facilitate easy and coordinated communications with your students. There are numerous ways to reach students using this tool – please see below for details about each platform and the best features for different communication needs.

## Navigate Staff

Web-based workflow and analytics platform, built for advisors, administrators, and support staff.



Use Navigate to identify and communicate with targeted and specific groups of students, providing them with detailed action items.

#### **Features and examples:**

- Email/text students directly (individually or en masse)
  - Example: contact all students who have not registered for a required course for their major
  - Example: reach out to all students with moderate risk level to provide details on a group tutoring event
- Appointment campaigns

Cancel

 Example: facilitate appointment scheduling for to required advising session

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### **Navigate Student**

Mobile-app or web-based platform, built to support students through their college experience.



Use Navigate Student to communicate with the **broader student population**, providing them with important reminders and campus events.

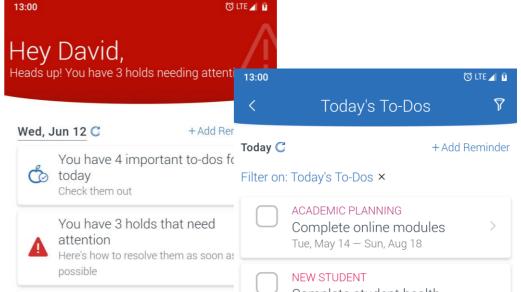
> \*This content can only be created by designated Content Managers.

#### **Features and examples:**

To-do's

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- Example: Remind all students to register for the upcoming semester's classes
- Example: send an in-app push notification a week before the FAFSA is due
- Calendar Events
  - Example: remind all students of the last day to withdraw from a course
  - Example: invite all seniors to attend next week's Career Fair, giving them the ability to sync the invitation to their phone calendar



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<	Event	Hide		Tue, May 14 — Tue, Aug 13			
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Graduation is May 17th. Wear your cap and gown.				TO-DO Overdue: Meet with an advisor before Spring Semester 2019 Overdue on Mon, Jun 10			
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