Messaging Students in Navigate CSI

The Navigate CSI platform provides both **sms/text** and **email** messaging for faculty and staff to communicate with students, either individually or in mass. Communicating with students through the platform creates records of those **conversations** which can be accessible by other staff or faculty on campus.

FERPA entitles students to access any information considered part of their education record. Any sms/text and email messages created in the Navigate CSI platform are considered part of a student's education record and are accessible by students, by open records requests and by court subpoenas. FERPA guidance and training are available through the Office of the Registrar.

SMS/Text "Text" Messaging

Text messages are sent directly to students from Navigate CSI using the **Send A Message** dialogue. To access this feature, navigate to a student's profile page and select **Message Student**.
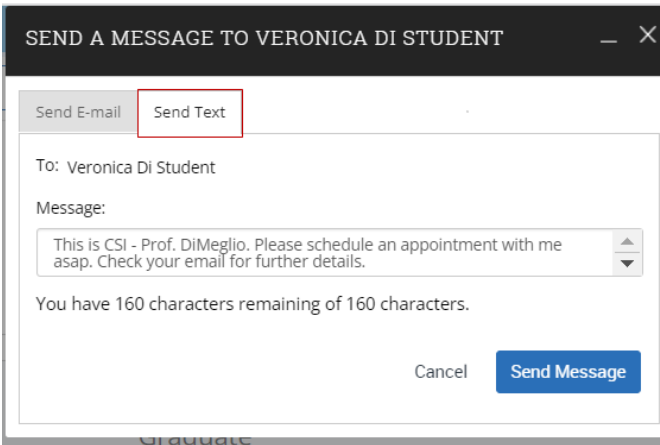

Select the **Send Text** tab.
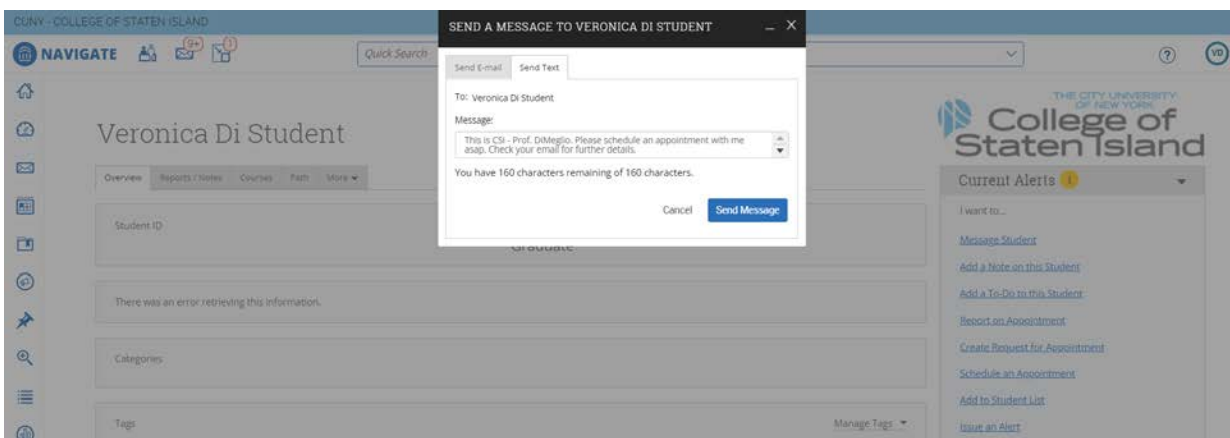
Only 160 characters are allowed in text messages. **Texts will not identify the sender so it is best practice to identify yourself.**

Text Message Example: This is CSI, Prof. DiMeglio. Please schedule an appointment with me asap. Check your email for further details.

In order for the student to receive the text messages, a **valid mobile/cell phone number** must be associated with their **CUNYfirst profile**. If they do not, the text message is delivered to their campus email. At the beginning of each semester, we remind students to make sure their contact information in CUNYfirst is current.

Email Messaging

Email messages are sent directly to students from Navigate CSI using the **Send A Message** dialogue. To access this feature, navigate to a student's profile page and select **Message Student**. Navigate CSI delivers messages to campus (cix) email.
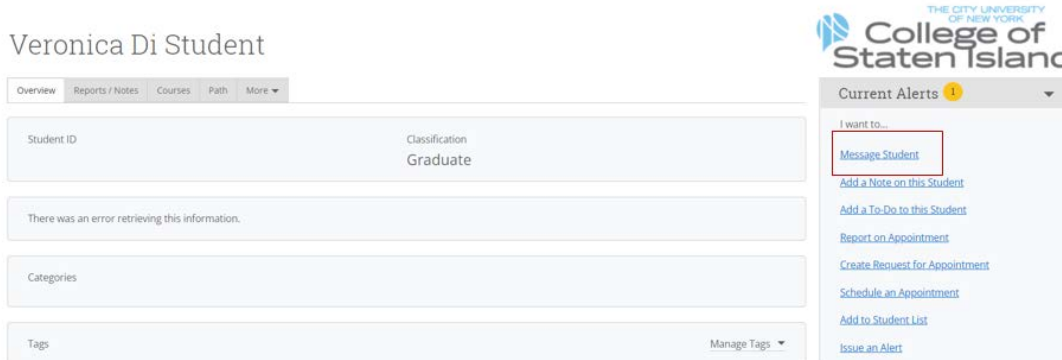
Select the **Send Email** tab.
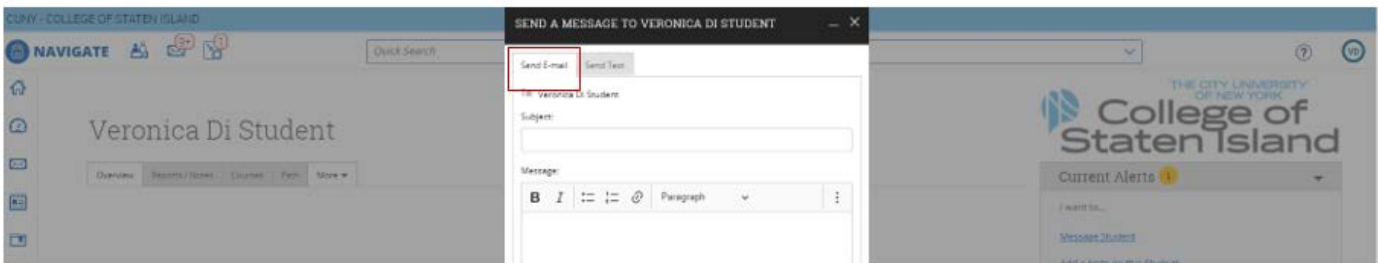
Navigate CSI **email** functions similar to Microsoft Outlook/365**,** including the ability to add attachments, merge tags, and send to additional email accounts.

Send Email example

Manage/View Messages

Sent and received text and email messages from the Navigate CSI platform are shown in your My Conversations page (envelope icon) accessible near the top left of your page:

Select any message to view the details.

Student Profile Conversations

Depending on your permissions, you may be able to view student communication (email and texts). To access, use the More Tab and select **Conversations**.
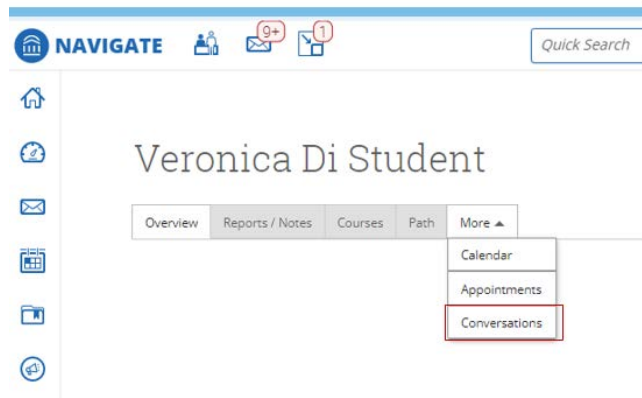
The following are types of communications in this tab:

- Communications you personally sent to the student
- Communications that other staff or faculty sent to the students
- Responses from the student
- Automated reminder or notification emails from the Navigate platform

Questions & Answers

Q: How can I view messages sent to a student?

A: You may view messages in the student profile by navigating to the **More** tab and selecting **Conversations**. If the Conversations tab is not an option, you do not have permission to view this feature.

Q: Who can view the communications I have sent?

A: Any faculty or staff member will only be able to view communications for which they have the proper permissions. Permissions allow users to either view only their own communications with students, or to view all communications with students. If you are unsure who can view your communications, contact navigate@csi.cuny.edu.

Q: What can you use the text and email messaging for?

A: You can use this feature to send out general announcements or nudge your students to check their campus email for important information.

Q: Is there a way to remove/delete messages that are stored in the Conversations tab?

A: No, messages cannot be removed or deleted from the Conversations tab.

Q: Are SMS/Text and email messages sent through Navigate CSI part of a student's official record and subject to restrictions under the Family Educational Rights and Privacy Act (FERPA) and local privacy laws?

A: Yes! FERPA entitles students to access any information considered part of their education record. Any sms/text and email messages created in the Navigate CSI platform are considered part of a student's education record and are accessible by students, by open records requests and by court subpoenas. FERPA guidance and training are available through the Office of the Registrar.