Sending Text Messages

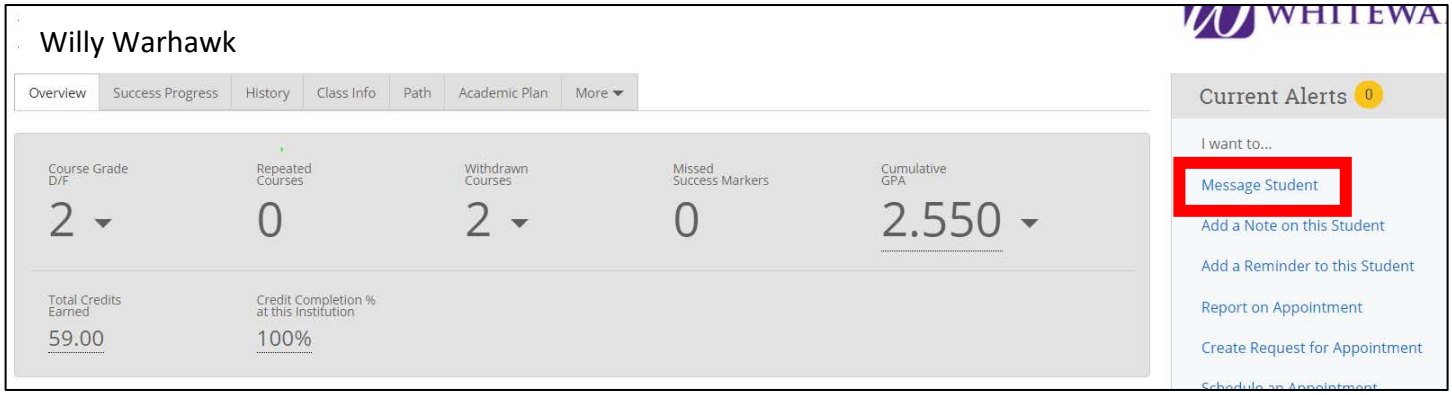
The Navigate platform at UW-Whitewater offers text messaging functionality that can be used on a case by case basis to communicate with students for appointment reminders. For those appointments scheduled through Navigate, automatic reminders are sent via text message 90 minutes prior to the appointment.

Additionally, individual outreach can be made to students through texting; however, this should be used sparingly. Text messages have a 160 character limit. Content of messages should be timely and action-oriented. Texting efforts should focus on academic purposes to support student success initiatives.

We strongly encourage you to review the *UWW Text Messaging Guidelines* found on the 'For Faculty and Staff' resources site. It will explain the text messaging process more in depth, along with when text messaging should be utilized and helpful FAQs.

How to Send a Text Message

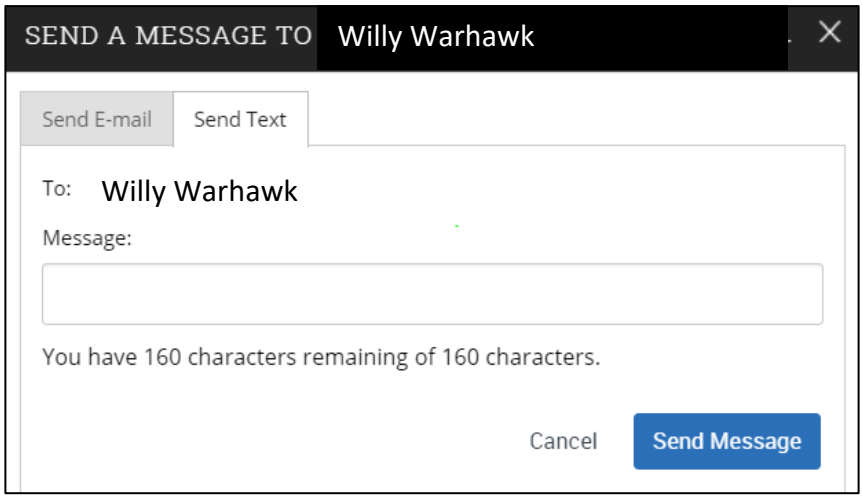
From the student profile page, click on 'Message Student'.



Select 'Send Text' so the screen changes to the text message view. Enter text you would like to send the student and hit 'Send Message'. We ***strongly*** encourage you to identify yourself in the message so the recipient knows who the message is from.

Example:

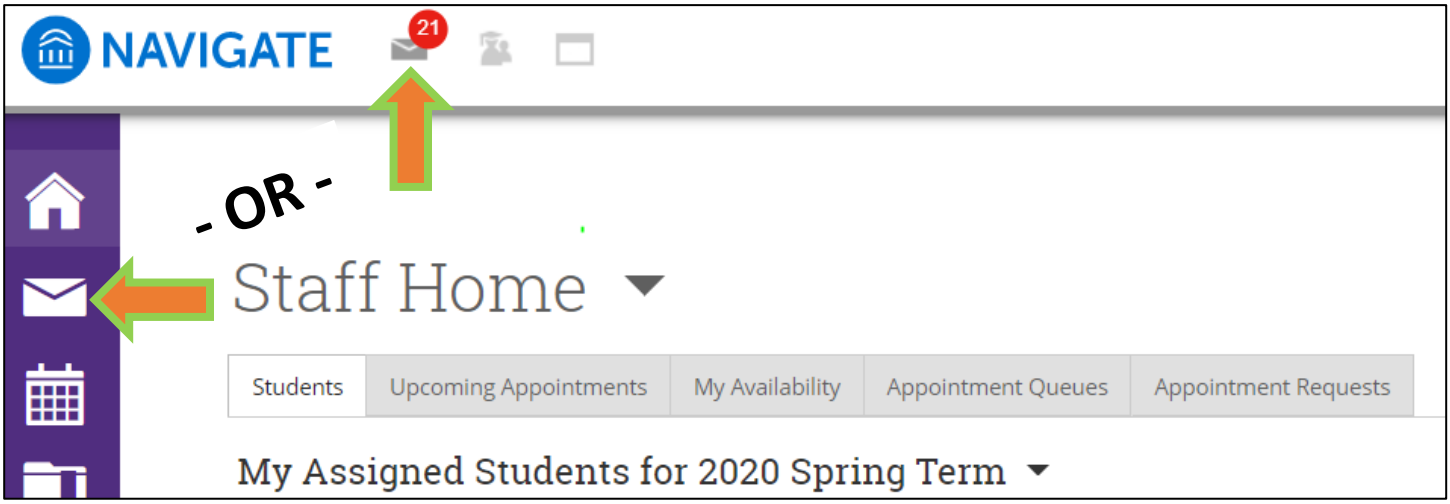
- *Hi, this is your advisor Allison. Please remember to schedule your advise appointment with me ASAP, either through the Navigate app or call 262-472-4646.*



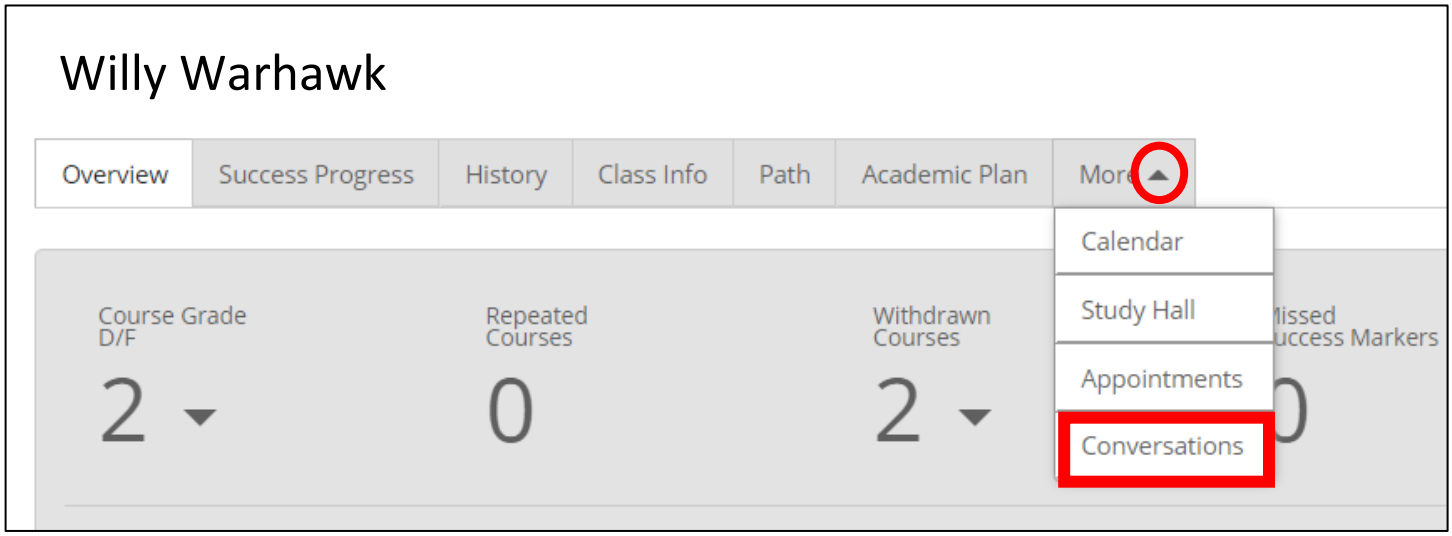
Sent/received text messages will be viewable in the 'Conversations' area of Navigate; you can also toggle to individual conversations via student profile. Remember that students cannot reply to a 'short code' (915-52 number) text (i.e., those messages sent to 100+ students). Students can reply for up to 90 days; if there is any response activity in the text chain, the 90 day clock resets.

For more information, please revisit the 'UWW Text Messaging Guidelines' document.

Staff Home View



Student Profile View



If/when a student replies to a text message, the reply will go to your Conversations tab in Navigate, along with a notification email sent to your UWW email. You can respond to the email notification, as that will be sent back to the student as a text. All will be recorded within the Navigate platform.