



Using Communication&Messaging in EAB Navigate

Faculty can utilize the platform to send emails and texts to students, individually or in groups. These communications become part of the student's educational record, adhering to FERPA guidelines. The tool ensures efficient, documented communication with students.

Step 1: Finding a Student to Message

- To message a student, enter the student's name or EMPLID in the search box at the top of the screen to find their profile.
- On the student's profile page, click "Message Student" from the right panel.

Step 2: Sending an Email or Text

- Choose "Email" or "Text." Compose your message and send it out to the student(s).
- Ensure you identify yourself at the beginning of the message (e.g., "Hi Sarah! This is your advisor, Prof. Smith").
- Keep in mind that sending emails or texts through Navigate automatically documents the messages for others to see. Do not include sensitive information (e.g., details of a student's health issue) or non-advisement topics (e.g., regular class management announcements).

Step 3: Sending Email/Text to Multiple Students

- There are several different ways to email/text multiple students at once.
 - Go to your Professor of Staff home and select a group of students by using the Actions menu. You can select one, some, or all students on the list of your students.
 - Go to "Advanced Search" on the left-side menu bar and find a group of students who satisfy your search criteria. Select them using the check boxes next to their names.
- Follow the same procedure to compose email or text as mentioned above.

Image of Step 1

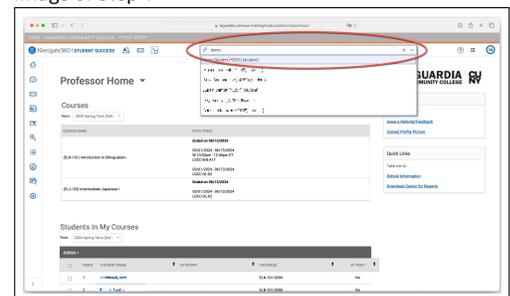
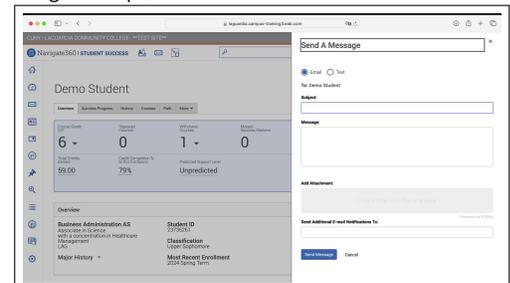


Image of Step 2



Note about e-mail: Emails sent through Navigate go to the student's LaGuardia email account - personal email addresses are not an option. The email will be sent using your LaGuardia account, and responses will go directly to your Inbox.

Note about text messages: The length of text message is limited within the 160-character. Texts sent to less than 100 students will allow for a recipient to reply and for you to write back. Text messages sent to a group larger than 100 will not allow for replies.

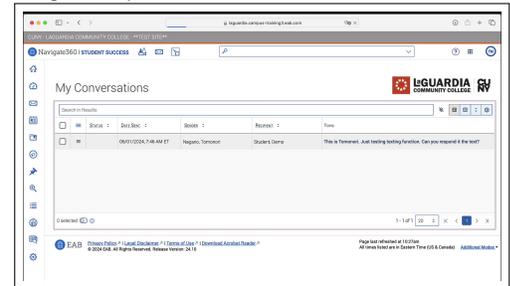
Selecting multiple students: On your Staff Home, by selecting Relationship Type, you can filter for your role as a Professor, Faculty Mentor, or Program Director. By selecting a filter, you can identify the intended cohort for your message. On Professor Home, you can sort your students by course section (you cannot filter students for a specific section of your class)



Step 4: Managing Replies and Follow-Ups

- For emails, replies will be sent to your official college email address.
- For texts, replies will go to the "Conversations" tab in Navigate, and you will be notified via email.

Image of Step 4



Using these steps, faculty can leverage the communication tools in EAB Navigate to enhance student engagement and efficiency. Regularly updating your communication strategy and staying informed on best practices will further improve interactions with students.

LaGuardia Navigate Resources

- Link to LaGuardia Navigate (Faculty/Staff): <https://laguardia-cuny.campus.eab.com>
- Link to LaGuardia Navigate (Students): <https://laguardia-cuny.navigate.eab.com>
- LaGuardia Navigate Apps
 - Apple App Store: <https://apps.apple.com/us/app/navigate-student/id950433229>
 - Google Play: <https://play.google.com/store/apps/details?id=com.eab.se>
- LaGuardia Navigate webpage: <https://laguardia.edu/navigate>
- Email support for LaGuardia Navigate: navigate@lagcc.cuny.edu
- IT Help Desk (ITHelp@lagcc.cuny.edu / <https://it.laguardia.edu>