# **YES Message Center**

# User Guide

A guide to the YES Message Center for administrators



October 8, 2015 version



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# Viewing an Individual Student's Message Center

### Search for an Individual Student

- 1. Log into <u>YES</u> (Your Enrollment Services): yes.vanderbilt.edu.
- 2. Read the Confidentiality Statement and click Accept.

Confidentiality Statement
As a school official, you are authorized to access the academic records of students for whom you have an educational need-to-know. Your use of this application should be restricted accordingly. The data you will be viewing contains information protected by the Family Educational Rights and Privacy Act (commonly known as FERPA or the Buckley Amendment). FERPA requires that you maintain the confidentiality of all student records, and that no information from the records be released to a third party without the written permission of the student. When viewing student information, be sure that no other student or outside party can view or access this information.
To prevent unauthorized use of the protected information contained in this application, it is important that you protect the security of your e-password and not share your password with anyone.
All third-party requests you receive for student enrollment verifications, degree verifications, and other student records information should be directed to the Office of the University Registrar.
By clicking Accept, you are accepting responsibility for maintaining the confidentiality of the information within this application.

3. Search for a student by entering "Last name, First name" in the Quick search box, or click on Advanced to search by major, minor, school, etc.

	Student Search Ap	plications »	Search Advanced Batch	
Student Search Applica	S YOUR ENROLLMENT SERVICES ations » Add Historical Stuc	dent	Any Allied Health Blair School of Music College of Arts and Science Divinity School Division Unclassified Studies Fisk University Graduate School Law School Lipscomb Meharry Medical College Owen Grad School of Management Peabody College	Help Logout:
Name: VunetiD: SSN: Commodore ID: Degree Expect Term: Term:	Any Current Term Search Clear All	Minor: School: Class:	School of Lengineering School of Nursing School of Nursing Sewane: The Univ of the South Tennessee State University Vanderbilt Group Any Any Any Select a saved search •	Current Students Only 1979-Present Prior to 1979



4. From the search results, click on the Message Center icon in the student's list of applications. (You may

need to click on the results icon to view all applications, or check the box to see all applications for all students in the search results.)

index (inc	DOB	VunetID	Alias(es)			
	Source Peoplesoft	Class Sophomore	School(s) A&S	<b>Major(s)</b> Undeclared		Deg Exp Term 2017 Spring
	Academic Record Ciploma Order Ciploma Order Ciploma Order	Address Course Market I Market I	<u>Change</u> nt <u>Request</u> Registration	Mathematical Strategy	Degree Audit	^

5. You will be directed to the Message Center.

#### Navigating the Inbox

1. The administrator view of a student's message center has two tabs: Inbox and Notes. The default view is to the inbox. (Information about the Notes feature is below.)

Message Cent	er		Search
Inbox Notes			C Refresh
From	Subject	≑ Date	Ŧ
May Desperate	Hi!	May 22, 2015 03:44 P	Μ
May Transmi	Hello!	May 22, 2015 03:43 P	M
1	2 3		
Show Archived Messages	Read and Unread  All Days  Reset Filters		
Compose Message			

- 2. Bold font indicates that the student has not yet read the message.
- 3. Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the icons to sort. In addition, you have the option to , Show/Hide messages that the student has chosen to mark as Archived; 2, view messages by their status as Read, Unread, or Both; and 3, view all messages or only those that were sent within the last 30 days.



4. Click on any message to read it.

From	\$ Subject	\$ Date	4
Sec. Sec.	Hello!	May 23, 2015 09:20 PM	

Inbox	Notes
Hello!	
From:	
Sent: May 2	3, 2015 09:20 PM
Hello.	
Close	
Close	

## **Navigating Notes**

1. From the student's Message Center, click

Inbox Notes								
Created By	A V	Subject	÷	Туре	\$	Date	-	
ing the part		Overload		YES Note: Office Visit		May 24, 2015 04:32 PM		
All the Departure		came by the office today		YES Note: Office Visit		May 12, 2015 03:51 PM		
And a second second		test		YES Note: Parent Conta	ict	May 06, 2015 03:11 PM		

2. Notes are sortable by Created By, Subject, Type, and Date. Click on the icons to sort.



#### 3. Click on any note to read it.

Created by -	Subject	÷	туре	÷	Date
and the second se	Overload		YES Note: Office Visit		May 24, 2015 04:32 PM
Adiala al Allianda	The man a second builder a fille a dealer.		VEO Notor Office Mail		Mar. 40, 0045 02:54 PM
Inbox Notes					
Overload					
From:					
Sent: May 24, 2015 04:32 F	PM				
Student approved for	19 credits for Fall 2015.				
Close					



# Sending a Message to an Individual Student

Whereas email is not a secure means of sending <u>FERPA</u>-protected information, the YES Message Center allows administrators to send messages to students in a secure environment. Students will receive an email notifying them that they have a message waiting for them in the Message Center, but they must log in to YES using their VUnet ID and e-password in order to view the messages.

1. From the *student's* Message Center, click

Г



2. Enter the message subject in the subject box (1) and type your message in the message box (2).

	Inbox Notes	C Refresh
	Recipient(s):	
	Subject:	
	YES User Guide Message 1	
	Message:	
	This is a message about the YES User Guide.	
	Attachment: Browse No file selected. Send Clear Close	j.
Clic	k Send to send the message. (Clicking Clear will clear out what you have typ	ed so that you ca
star	t the message over; Close will cancel the message altogether.)	
۹ sı	iccess message will appear.	

Your message was sent successfully



5. The message will now appear in the inbox view. The bold font means that the student has not yet read the message.

From	÷	Subject	\$ Date	*
the first second		YES User Guide Message	May 23, 2015 09:15 PM	
		Hi!	May 22, 2015 03:44 PM	
		Hello!	May 22, 2015 03:43 PM	

#### Adding an Attachment to a Message

To add an attachment, click Browse... to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.

Attachme	Attachment:						
Browse.	. YES-U	YES-User-Guide-Online-Grading.docx					
Send	Clear	Close					



# Adding a Note for an Individual Student

The Notes function allows administrators to track interactions with students outside of the message functionality. Students do not have access to Notes in their Message Center. However, all Notes are part of a student's educational record and are protected and accessible to the student under the provisions of FERPA.

Add Note

- 1. From the *student's* Notes tab, click
- 2. Select a category for the note.

Inbox Notes	${\mathcal C}$ Refresh
Category:	
Select Category	
Select Category YES Note: Parent Contact	
YES Note: Memo	
YES Note: Phone	
YES Note: Office Visit	

3. Type the subject (1) and body of the note (2).

Inbox Notes	${\cal G}$ Refresh
Category:	
YES Note: Memo	•
Subject:	
YES User Guide Note 1	
Note:	
This is a note about the YES User Guide	щ
Attachment: Browse No file selected.	
Save Cancel	

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4. Click Save to save to the student's notes.

#### Adding an Attachment to a Note

To add an attachment, click Browse... to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.

Attachme	nt:
Browse	YES-User-Guide-Online-Grading.docx
Save	Cancel



# Sending a Message or Adding a Note to a Group of Students

In addition to sending messages to individual students, the YES Message Center allows users to send the same message or add the same note to multiple students at the same time.

### Search for a Group of Students

There are two options for searching for a group of students. If you have a batch of student ID numbers, utilize the Batch search option. Otherwise, use the Advanced search.

#### **Batch Search**

1. From the Student Search page, click on Batch.



2. Enter (or copy/paste) the EmplIDs into the text box.

	000###### 00I	
Emplids:		
		.4
	Search	
	Search	

3. Click

#### **Advanced Search**

1. From the Student Search page, click on Advanced.





2. Search using any of the criteria listed. To send a message to all of your advisees, for example, select the Advisees Only box.

Student Sear	rch				
۹ 🗌		Search	Quick Search		
					×
Name:			Major:	Any -	S Advisees Only
VunetID:			Minor	Any	
Commodore ID:				- Ally	Current Students Only
Degree Expect Term:	Anv		School:	Any -	1979-Present
Begree Expect ferm.	7.009		Class:	Any -	<b>D</b>
Term:	Current Term	•			Prior to 1979
	Search	Clear All	Sa	ve 🗸 Select a saved search +	

## Utilize Action View to Send the Message or Add the Note

1. From the search results, select Action from the View drop-down menu.

Search	Clear All		Save 🗸 Select a sa	wed search •	101010	
Displaying results 1 to 20 of 188.				ik 1	2 3 4	5 >
Expand Display Results				View	: Detail Detail Action	
Manifester, James (reception)	front states	Margine,	Nanakara, Janima (		1	5
ter.	200	-	Extended Constantion		522	i News Market
Contraction	a China	illes Contes	Minima Jonatian	Li Henna Linia		- alla
Allen av. 73	Second stands	Nitration)	Apro. Series (Dispositional Surgers			
ter.	200		Extended .		17/2	den -
	a Children	(Dep)	Thinking Josepheri	Li Francisco Contes		



2. From Action View, select individual students . . .

Select This Page Compose Message Compose Note	View: Action -
E Advaltanta, James (recept and t	
🗹 Algen, Beeld Londol	
El Antibijas Junife Drover	
🗵 Annorma Boat, Kilonenan Barranaj errotatu	
C. Annull, Scans Bridge	
C Angele, J. Hy T. Norld,	
Marine and a second second	
Ng Ashary Khendid Asesam	
C Bandhay Baltury Halberrick	

... or select Select This Page + Select All Pages to select all students in the search results.

Select This Page Select All Pages Compose Message Compose Note	View: Action -
V Alexandra (and a second seco	
V Aller, Bedi I rega	
V. Andrejan, Jurvin I. Angel	
🗹 Aar amallan, Tikamanikanangan orge	
V Annah, Kasa Baran	

# User Guide – YES Message Center (Administrator View)



to add a

Compose Note

to send a message or

- Once the selection is chosen, click note.
- 4. A pop-up box will appear. Note the number of recipients—make sure it is as expected.

Send Message	
Subject:	Send a message to 22 recipient(s).
Add Note	
	Send a message to 22 recipient(s).

5. Enter the subject (1) and body (2) of the message . . .

C		Search Cancel Clear All	
	Send Message		
2:			
		Send a message to 22 recipient(s).	
ts	Subject:	Subject 1	lo
۲.	Message:	Type your message here 2	
>			
e		h.	
af	Attachment:	Browse No file selected.	
л.	Send Cancel		
-			_

# User Guide – YES Message Center (Administrator View)



Add N	ote	
n		Send a message to 22 recipient(s).
	Category:	Select Category A
»:	Subject:	Subject B
	Message:	Type your message here C
-		
,	Attachment	t: Browse. No file selected

6. Click Send to send the message to or

Save to save the note for the selected students.

7. A success message will appear.

Send Message	
Your message was sent successful	illy.
Close	
Add Note	
Your note was saved successfully.	
Close	



#### Adding an Attachment to a Batch Message or Note

To add an attachment, click Browse... to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.

	Attachment:	Browse	YES-User-Guide-Online-Grading.docx
Send	Cancel		
	Attachment:	Browse	YES-User-Guide-Online-Grading.docx



# Viewing Your Message Center

Students will have the ability to respond to messages that they receive through the YES Message Center. Replies to messages that you send as an administrator will appear in *your* Message Center.

1. From the Applications drop-down menu, select Message Center under Application Access.

VANDERBILT UNIVERSITY		
Student Search	Applications »	_
Student	Your Information Academic Record Transcript Request Billing Portal	Search Quick Batch
Commo Degree Expe	Application Access Class Search Course Catalog Blackboard Financial Aid Student Accounts Online Grading	
	Graduation Admin Adviser Holds Document Search Message Center	

2. The administrator's Message Center has three tabs: Inbox, Sent Messages, and Saved Notes. The default view is to the inbox.

Message Center			Search			
Inbox	Sent Messages Sav	ved Notes				${\cal C}$ Refresh
From	≜ S	ubject		Date	•	
	÷ •		· ·			
	R	E: Hello		May 06, 2015 01:43 PM	1	
	R	E: Hello		May 06, 2015 01:43 PM	l	
	R	E: Hello		May 06, 2015 01:34 PN	1	
	R	E. Hello		May 06 2015 01-34 PM		

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- 3. Bold font indicates that the student has not yet read the message.
- 4. Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the icons to sort. In addition, you have the option to 1, Show/Hide messages that the student has chosen to mark as Archived; 2, view messages by their status as Read, Unread, or Both; and 3, view all messages or only those that were sent within the last 30 days.

	large dealers	RE: Hello			May 06, 2015 01:33 PM
	1	2	3		
Sho	w Archived Messages	Read and Unread	All Days	Reset Filters	

5. Click on any message to read it.

Inbox	Sent Messages	Saved Notes			
From	ı ≑	Subject	*	Date	•
	a landa	RE: Hello		May 06, 2015 01:43 PM	
	a braint	RE: Hello		May 06, 2015 01:43 PM	

	RE: Hello
	Sent: May bo, 2015 01:43 PM
	To: From:
	Date: May 06, 2015 01:43 PM Hello
	Reply Close
Sont Massaras	

6. The Sent Messages tab shows a list of all messages you have sent, sortable by recipient, subject, and date. The Saved Notes tab shows a list of all notes you have saved, sortable by recipient, subject, note type, and date.