



YES Message Center

User Guide

A guide to the YES Message Center for administrators

October 8, 2015 version



VANDERBILT



Contents

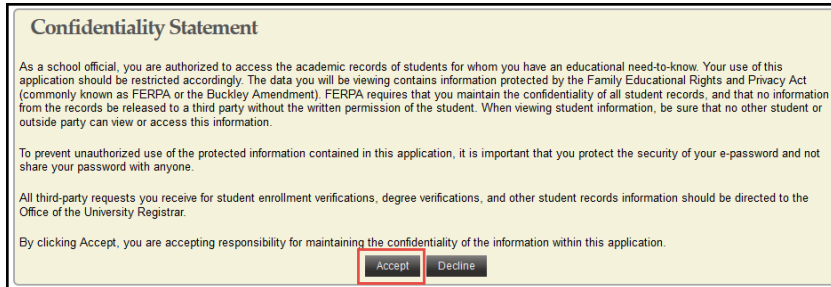
Viewing an Individual Student’s Message Center.....	3
Search for an Individual Student.....	3
Navigating the Inbox.....	4
Navigating Notes.....	5
Sending a Message to an Individual Student.....	7
Adding an Attachment to a Message.....	8
Adding a Note for an Individual Student.....	9
Adding an Attachment to a Note.....	10
Sending a Message or Adding a Note to a Group of Students.....	11
Search for a Group of Students.....	11
Batch Search.....	11
Advanced Search.....	11
Utilize Action View to Send the Message or Add the Note.....	12
Adding an Attachment to a Batch Message or Note.....	16
Viewing Your Message Center.....	17



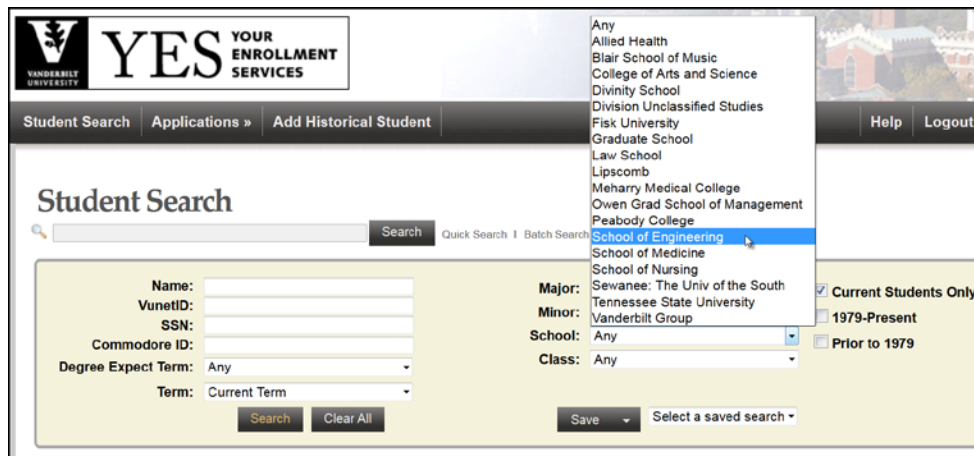
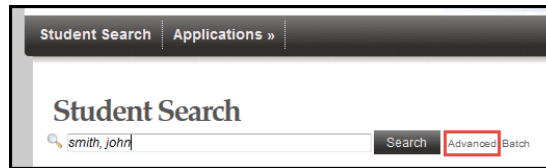
Viewing an Individual Student’s Message Center



Search for an Individual Student

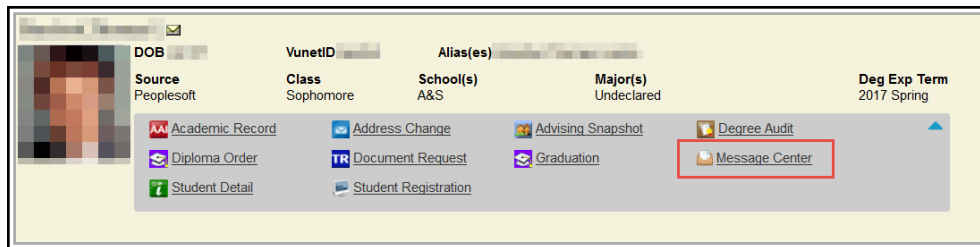
1. Log into [YES](https://yes.vanderbilt.edu) (Your Enrollment Services): yes.vanderbilt.edu.
2. Read the Confidentiality Statement and click Accept.



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.



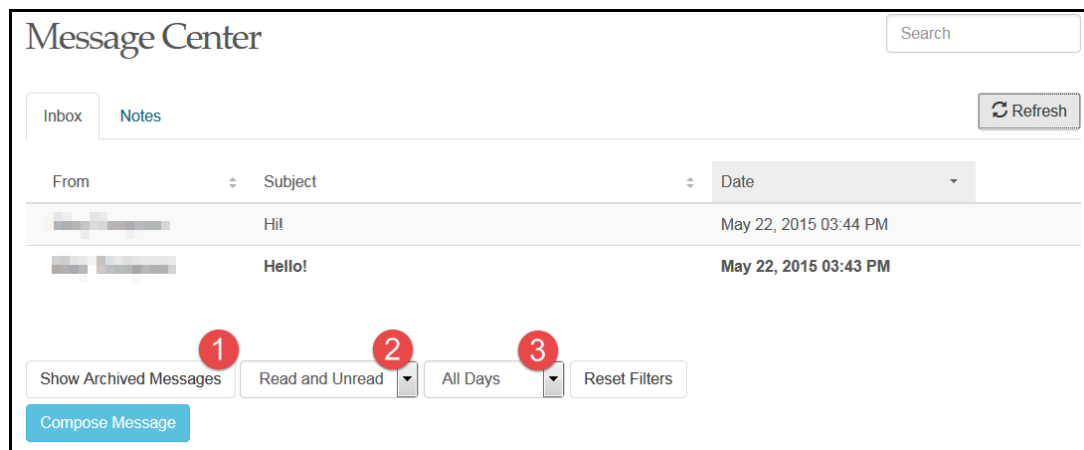
- From the search results, click on the Message Center icon in the student’s list of applications. (You may need to click on the  icon to view all applications, or check the  box to see all applications for all students in the search results.)




- You will be directed to the Message Center.

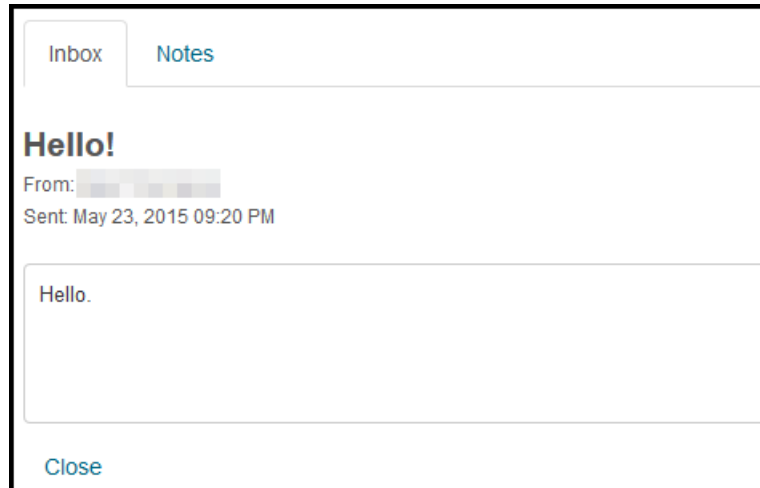
Navigating the Inbox

- 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.)



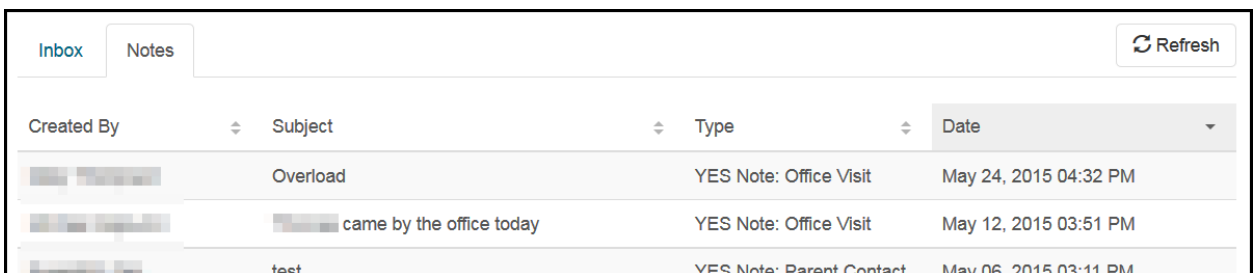
- Bold font indicates that the student has not yet read the message.
- Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the  icons to sort. In addition, you have the option to **1**, Show/Hide messages that the student has chosen to mark as Archived; **2**, view messages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


4. Click on any message to read it.



Navigating Notes

1. From the student’s Message Center, click .



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	Type	Date
[Redacted]	Overload	YES Note: Office Visit	May 24, 2015 04:32 PM
[Redacted]	Thompson, Kelly (Fall 2015)	YES Note: Office Visit	May 19, 2015 03:54 PM

[Inbox](#) [Notes](#)

Overload

From: [Redacted]
Sent: May 24, 2015 04:32 PM




Student approved for 19 credits for Fall 2015.

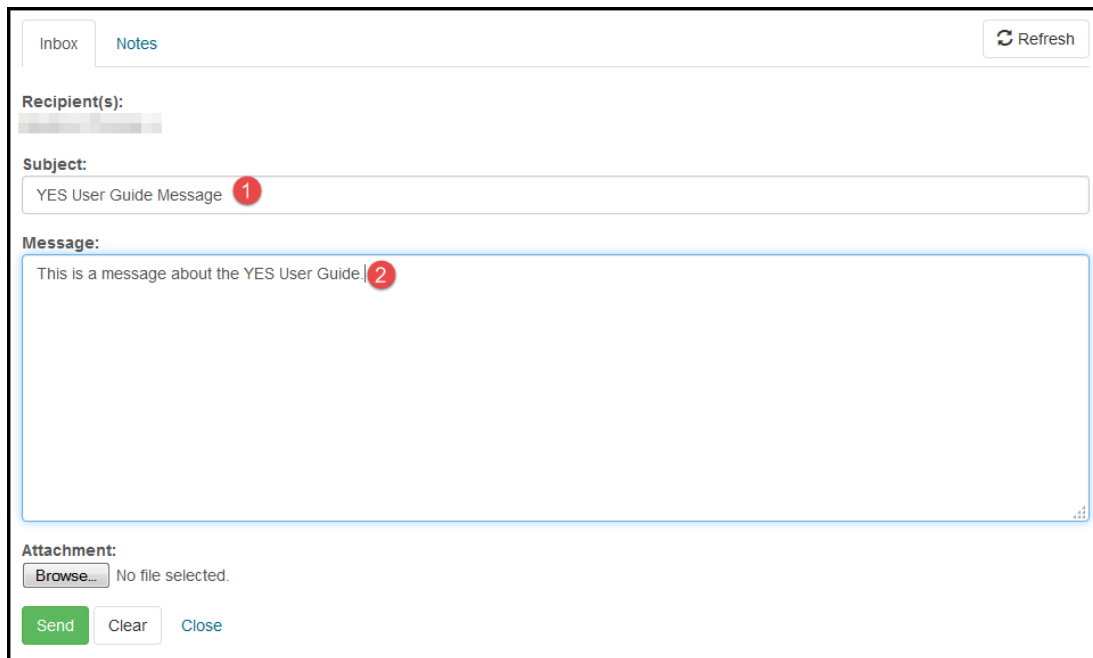
[Close](#)






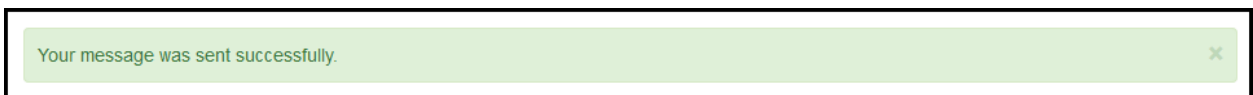
Sending a Message to an Individual Student

Whereas email is not a secure means of sending [FERPA](#)-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  .
2. Enter the message subject in the subject box () and type your message in the message box ().



3. Click  to send the message. (Clicking  will clear out what you have typed so that you can start the message over;  will cancel the message altogether.)
4. A success message will appear.



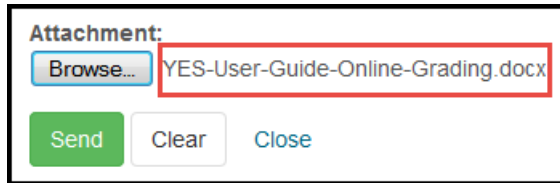


5. The message will now appear in the inbox view. The bold font means that the student has not yet read the message.

From	Subject	Date
[Redacted]	YES User Guide Message	May 23, 2015 09:15 PM
[Redacted]	Hi!	May 22, 2015 03:44 PM
[Redacted]	Hello!	May 22, 2015 03:43 PM

Adding an Attachment to a Message

To add an attachment, click 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.






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.




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

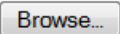
The screenshot shows the 'Notes' tab in the interface. At the top, there are 'Inbox' and 'Notes' tabs, and a 'Refresh' button. Below this is a 'Category:' label followed by a dropdown menu. The dropdown menu is open, showing a list of categories: 'Select Category', 'YES Note: Parent Contact', 'YES Note: Memo' (which is highlighted in blue), 'YES Note: Other', 'YES Note: Phone', and 'YES Note: Office Visit'. A mouse cursor is pointing at the 'YES Note: Memo' option.

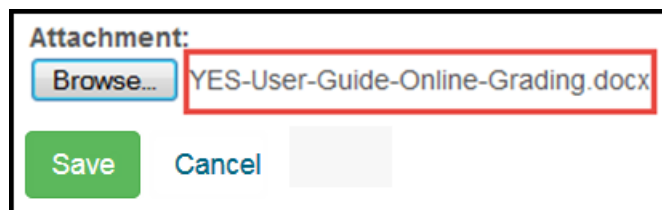
3. Type the subject () and body of the note ().

The screenshot shows the 'Note' creation form. At the top, there are 'Inbox' and 'Notes' tabs, and a 'Refresh' button. Below this is a 'Category:' label followed by a dropdown menu with 'YES Note: Memo' selected. Below that is a 'Subject:' label followed by a text input field containing 'YES User Guide Note' with a red circle containing the number '1' next to it. Below that is a 'Note:' label followed by a large text area containing 'This is a note about the YES User Guide.' with a red circle containing the number '2' next to it. At the bottom, there is an 'Attachment:' label followed by a 'Browse...' button and the text 'No file selected.'. At the very bottom, there are 'Save' and 'Cancel' buttons.

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

Adding an Attachment to a Note

To add an attachment, click  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.





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

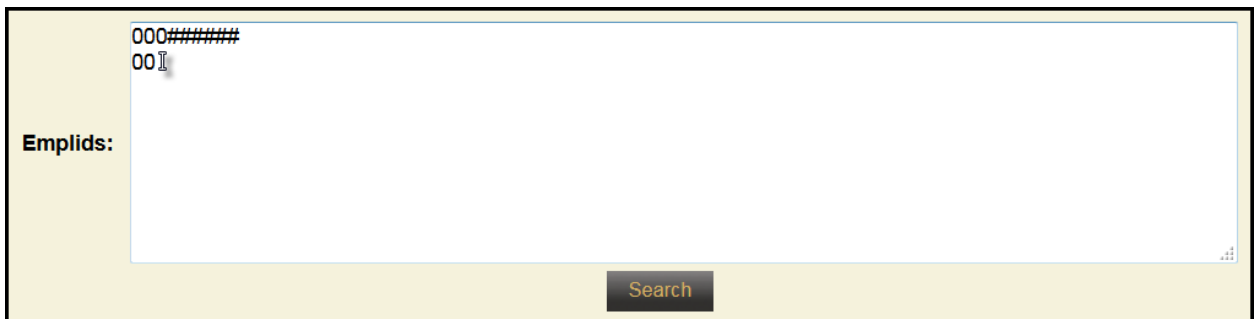
There are two options for searching for a group of students. If you have a batch of student ID numbers, utilize the Batch search option. Otherwise, use the Advanced search.

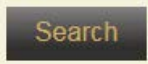
Batch Search

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



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



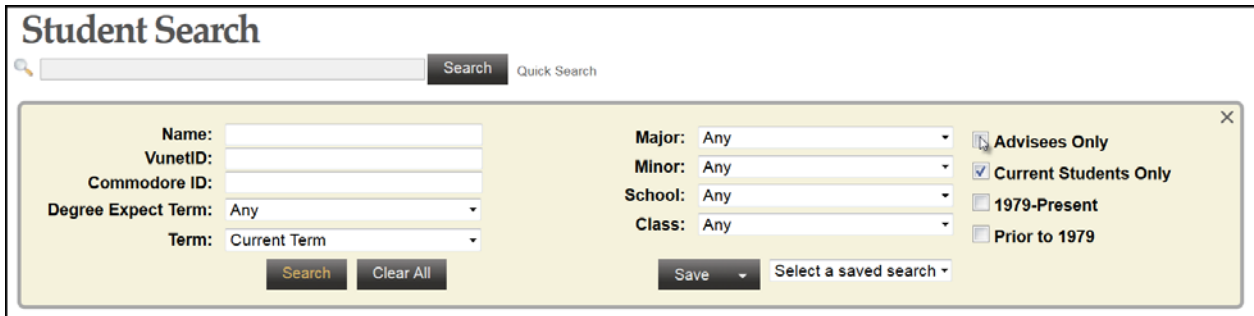
3. Click .

Advanced Search

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

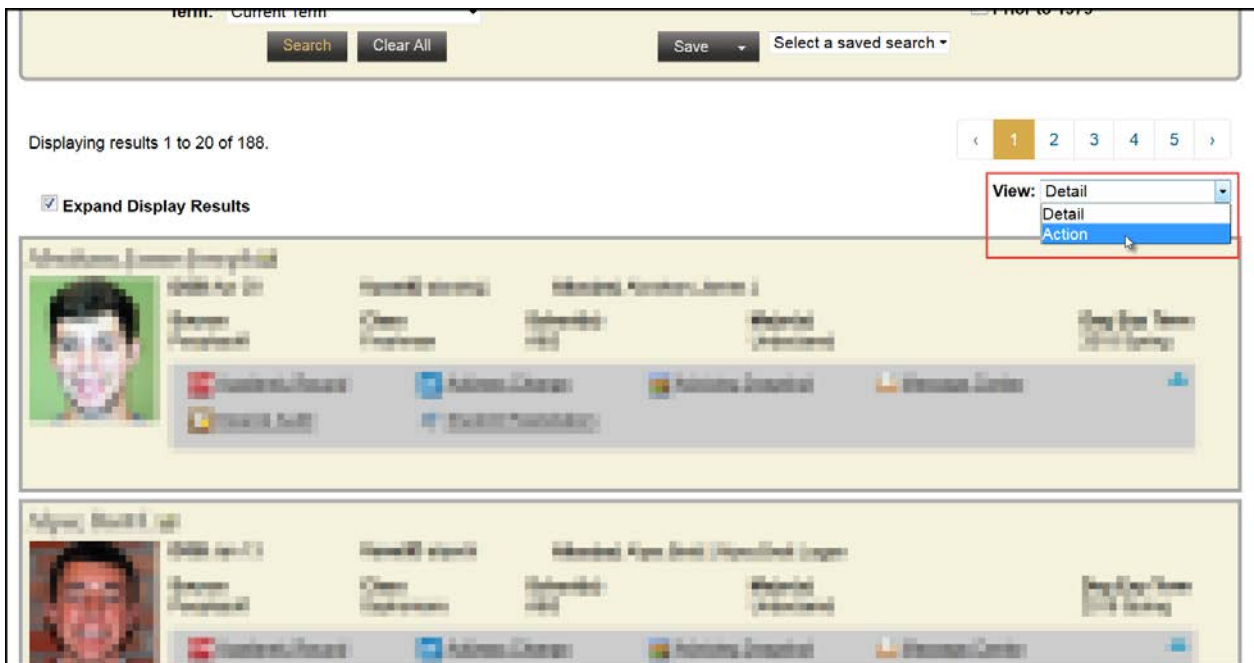


2. Search using any of the criteria listed. To send a message to all of your advisees, for example, select the Advisees Only box.



Utilize Action View to Send the Message or Add the Note

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

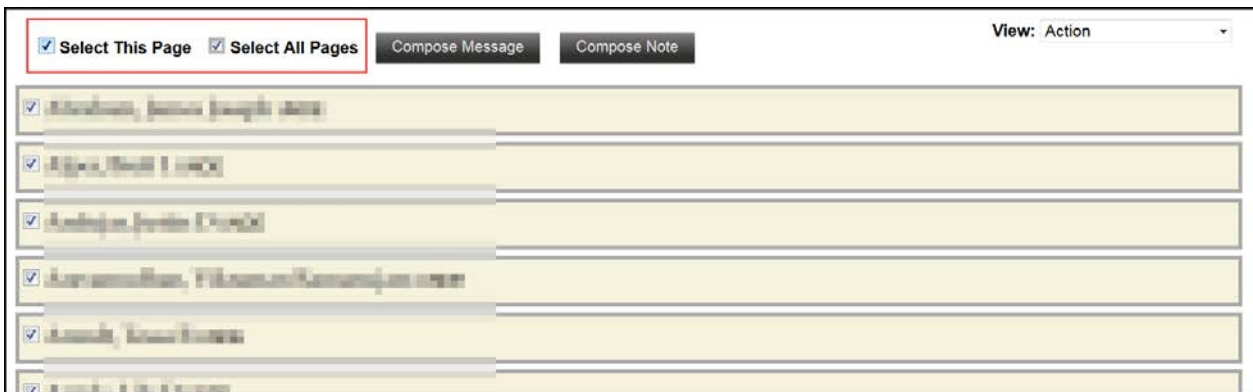


2. From Action View, select individual students . . .



The screenshot shows the 'Action View' of the YES Message Center. At the top, there are buttons for 'Select This Page', 'Compose Message', and 'Compose Note', along with a 'View: Action' dropdown menu. Below these are ten rows of student information, each with a checkbox on the left. The checkboxes for 'Alpen, Beth Louise', 'Aravamudan, Vikraman Ramasubramanian', 'Auld, David Scott', and 'Auld, David Scott' are checked. The other checkboxes are unchecked.

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

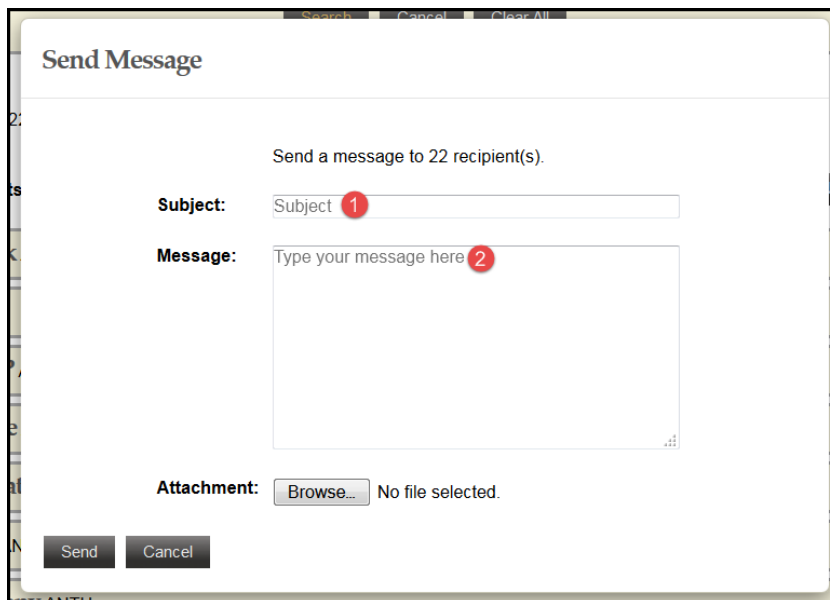


This screenshot shows the same interface as the previous one, but with the 'Select This Page' and 'Select All Pages' checkboxes at the top left selected. Additionally, all checkboxes for the student rows are now checked, indicating that all students in the search results are selected.

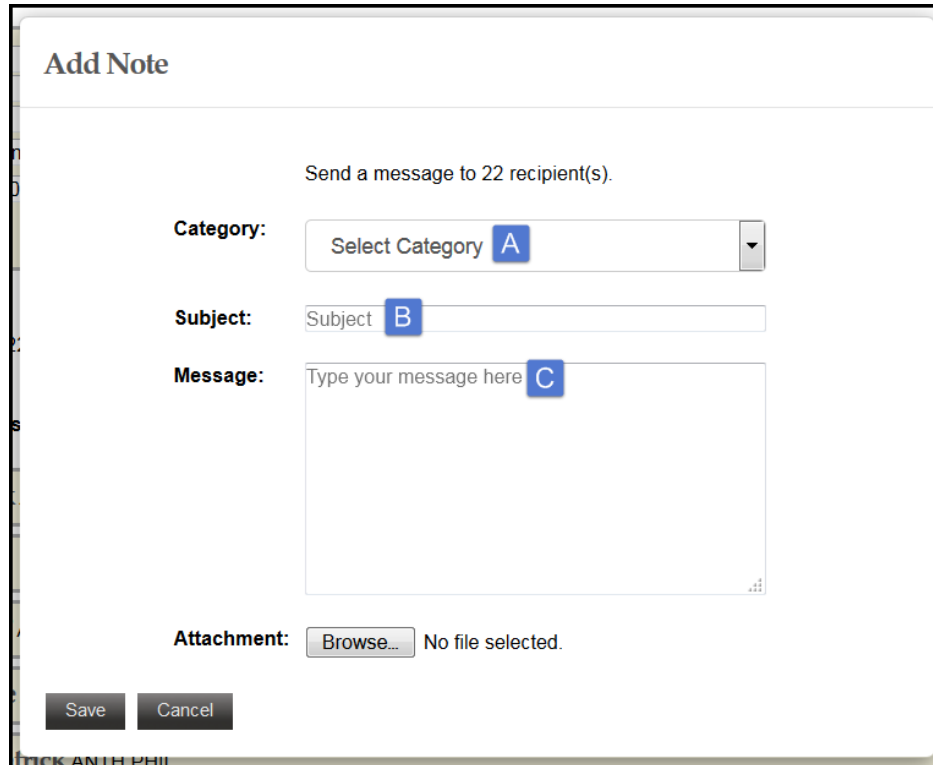
3. Once the selection is chosen, click **Compose Message** to send a message or **Compose Note** to add a note.
4. A pop-up box will appear. Note the number of recipients—make sure it is as expected.



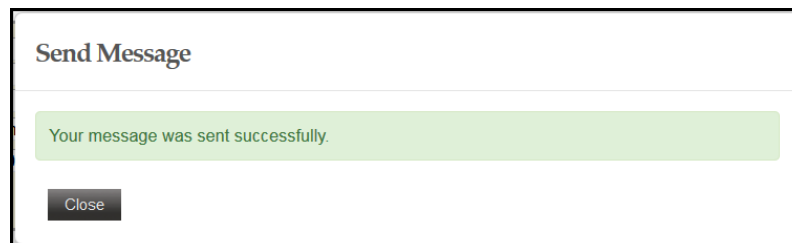
5. Enter the subject (1) and body (2) of the message . . .



... or select the category (A) and enter the subject (B) and body (C) of the note.



6. Click **Send** to send the message to or **Save** to save the note for the selected students.
7. A success message will appear.





Adding an Attachment to a Batch Message or Note

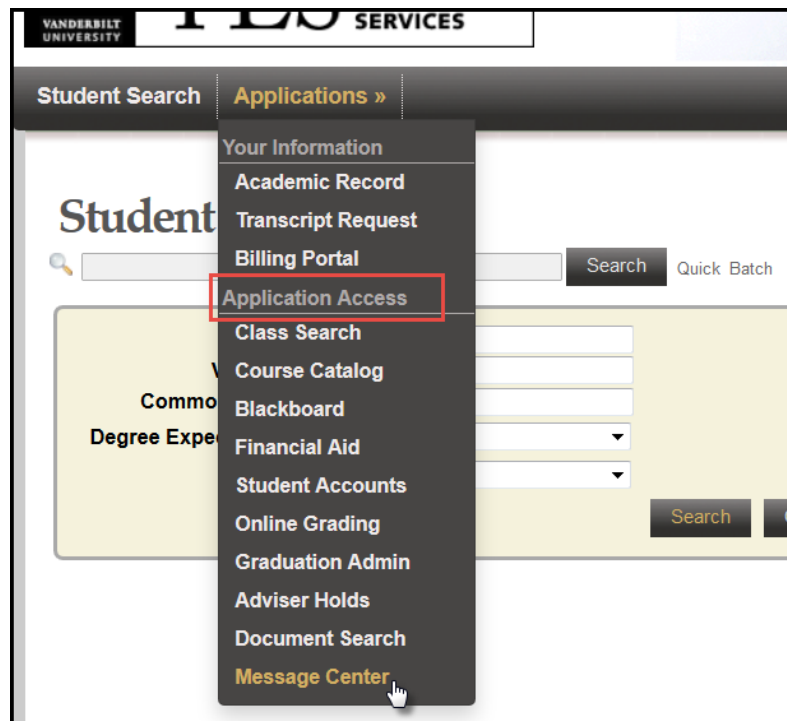
To add an attachment, click to find the file you wish to include with the message. Once selected, the name of the file will appear next to the Browse button.

A screenshot of a dialog box titled "Attachment:". It contains a "Browse..." button, a text field containing "YES-User-Guide-Online-Grading.docx", and two buttons at the bottom: "Send" and "Cancel". The "Browse..." button and the text field are highlighted with red boxes.A screenshot of a dialog box titled "Attachment:". It contains a "Browse..." button, a text field containing "YES-User-Guide-Online-Grading.docx", and two buttons at the bottom: "Save" and "Cancel". The "Browse..." button and the text field are highlighted with red boxes.

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.



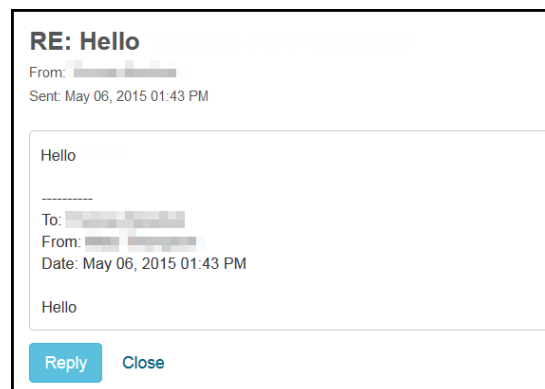
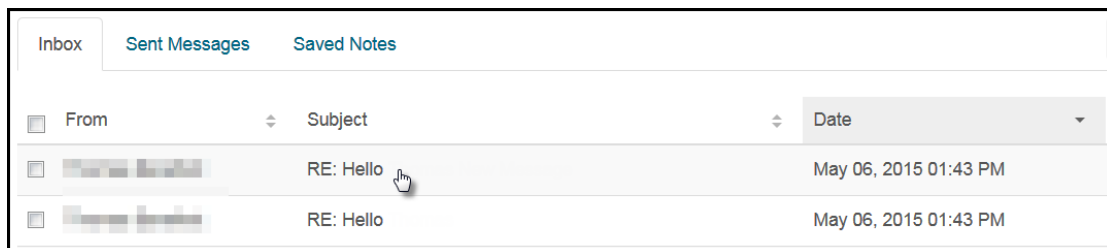
2. The administrator’s Message Center has three tabs: Inbox, Sent Messages, and Saved Notes. The default view is to the inbox.


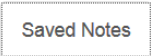


3. Bold font indicates that the student has not yet read the message.
4. Messages in the inbox are sortable by sender (From), Subject, and Date. Click on the  icons to sort. In addition, you have the option to **1**, Show/Hide messages that the student has chosen to mark as Archived; **2**, view messages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



5. Click on any message to read it.



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