YES Message Center

User Guide

A guide to the YES Message Center for administrators
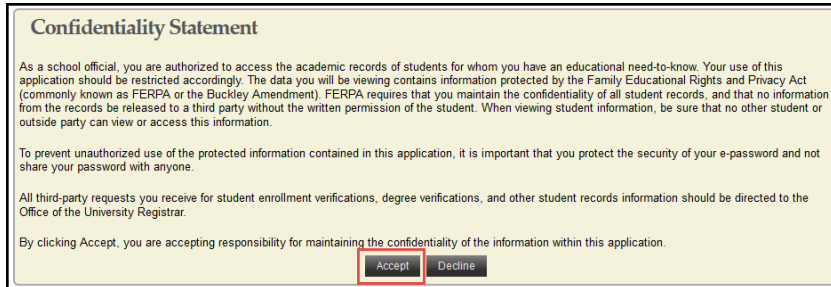
February 23, 2016 version

VANDERBILT

# User Guide – YES Message Center (Administrator View)

Contents

Viewing an Individual Student's Message Center

Search for an Individual Student

1. Log into YES (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.

[Accept] [Decline]

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.
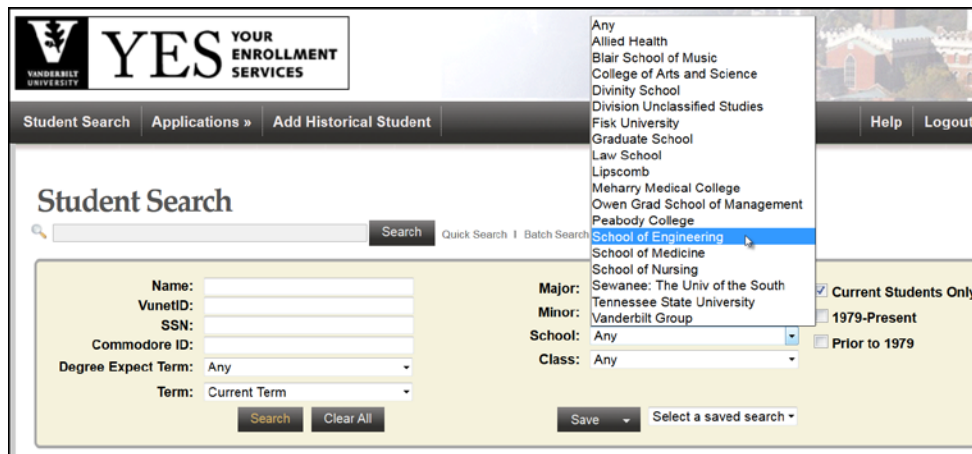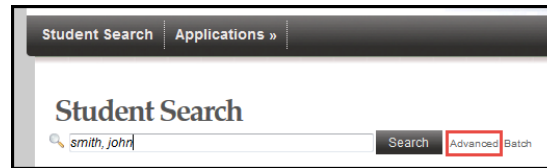
4. From the search results, click on the Message Center icon in the student's list of applications. (You may need to click on the ▼ icon to view all applications, or check the ☐ **Expand Display Results** box to see all applications for all students in the search results.)
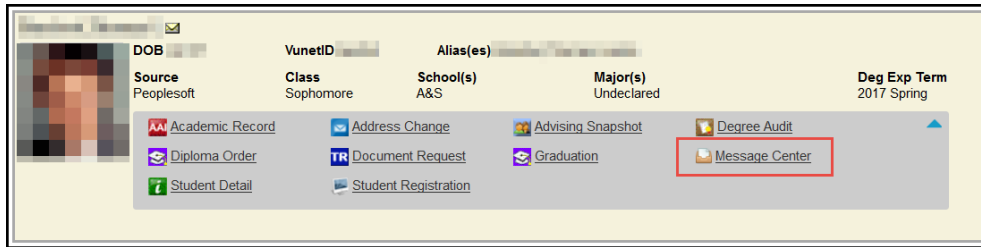
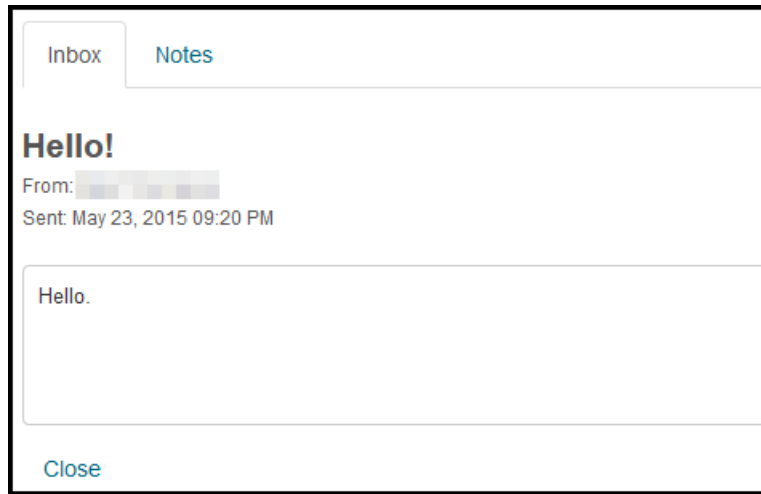5. You will be directed to the Message Center.

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.)
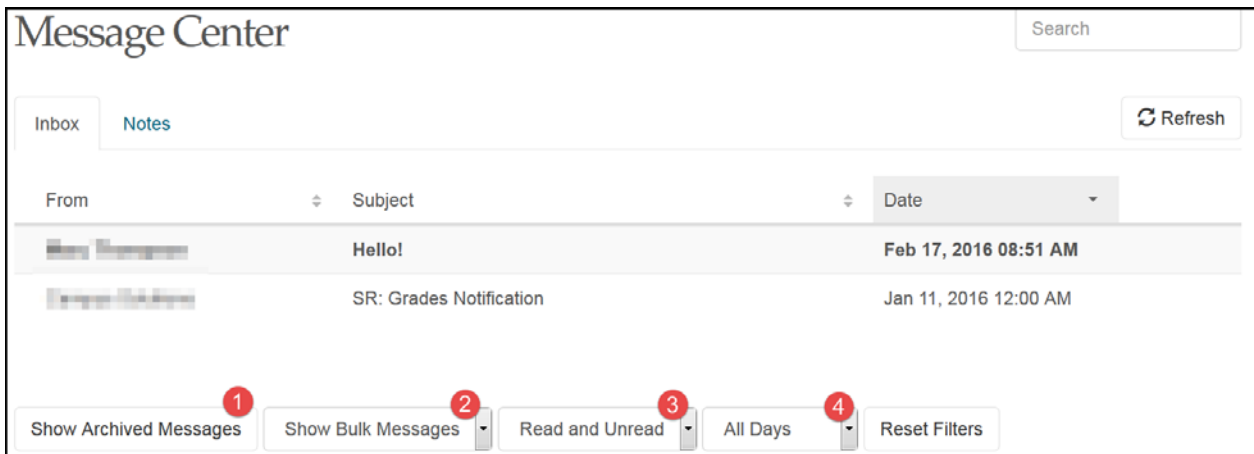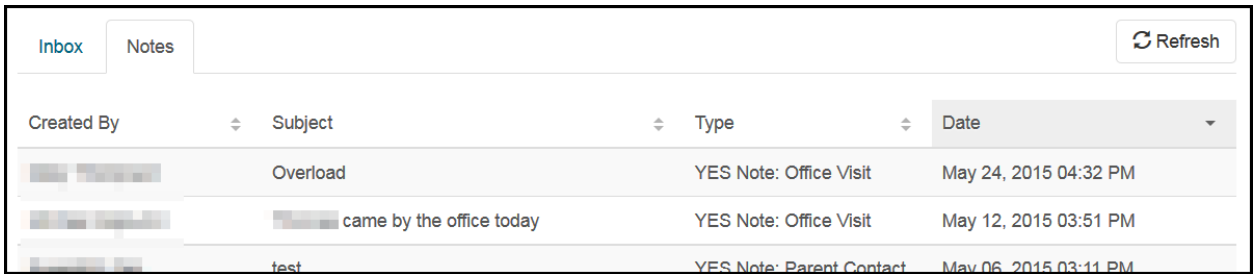

2. Bold font indicates that the student has not yet read the message.

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 ❶, Show/Hide messages that the student has chosen to mark as Archived; ❷, Show/Hide Bulk messages; ❸, view messages by their status as Read, Unread, or Both; and ❹, view all messages or only those that were sent within the last 30 days.

Click on any message to read it.

From	⇕	Subject	⇕	Date ▾
▓▓▓▓▓		Hello!		May 23, 2015 09:20 PM

Inbox   Notes
Hello!
From: ▓▓▓▓▓
Sent: May 23, 2015 09:20 PM
Hello.
Close

Navigating Notes

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

Inbox	Notes				⟳ Refresh
Created By	⇕	Subject	⇕	Type ⇕	Date ▾
▓▓ ▓▓▓▓		Overload		YES Note: Office Visit	May 24, 2015 04:32 PM
▓▓ ▓▓▓		▓▓▓ came by the office today		YES Note: Office Visit	May 12, 2015 03:51 PM
▓▓▓▓		test		YES Note: Parent Contact	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	Type	Date
▓▓▓ ▓▓▓▓	Overload	YES Note: Office Visit	May 24, 2015 04:32 PM
Michael Aliju...	Theresa came by the office today	YES Note: Office Visit	May 18, 2015 03:54 PM

Inbox   Notes

Overload

From: ▓▓▓ ▓▓▓▓▓

Sent: May 24, 2015 04:32 PM
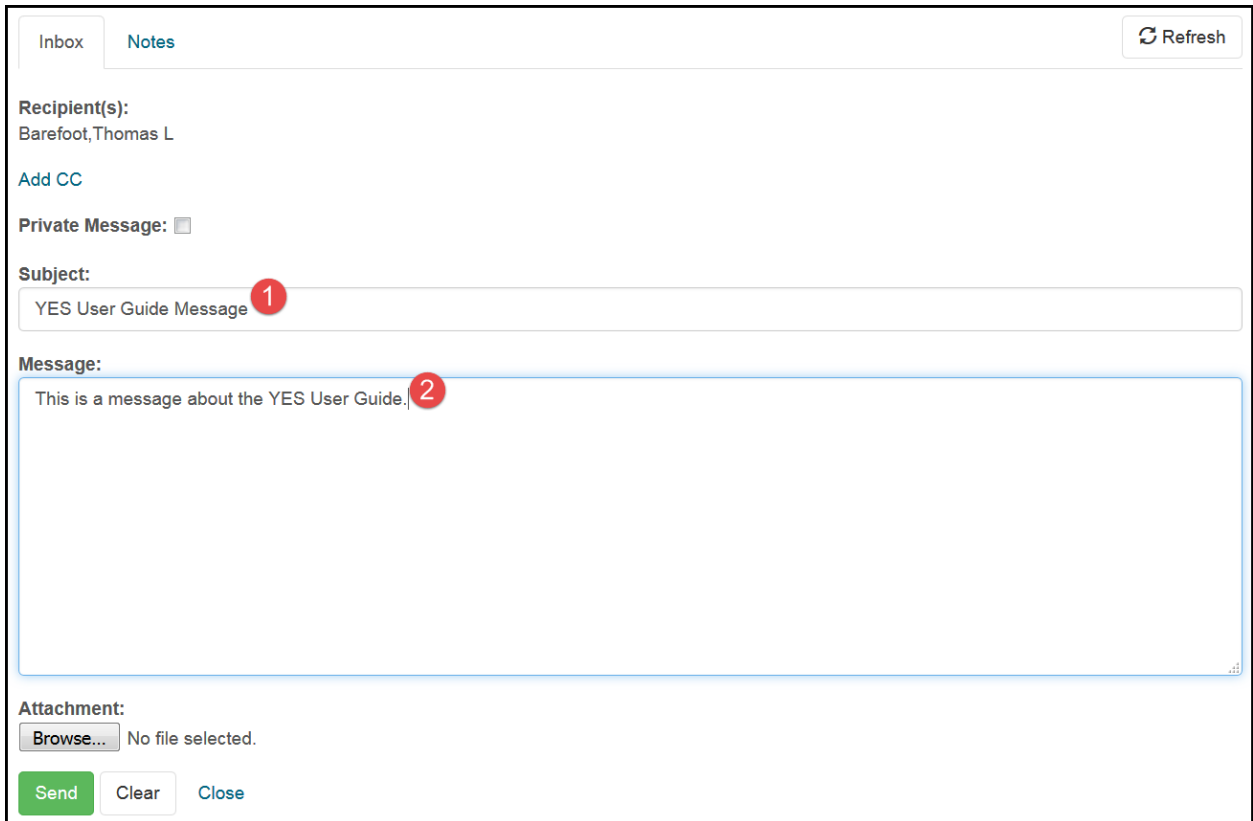
Student approved for 19 credits for Fall 2015.

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 message.

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

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

Inbox	Notes		↻ Refresh

Recipient(s):
Barefoot,Thomas L

Add CC

Private Message: ☐

Subject:
YES User Guide Message ①

Message:
This is a message about the YES User Guide.| ②

Attachment:
Browse... No file selected.

Send   Clear   Close

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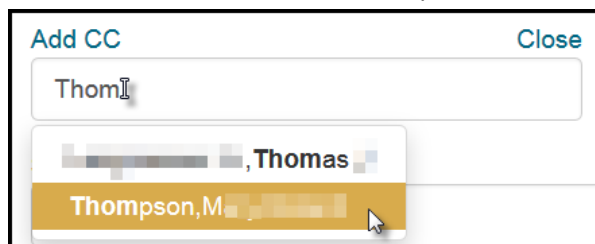
4. A success message will appear.

> Your message was sent successfully.   ×

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

| From		Subject		Date	
		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 a CC recipient

The "Add CC" option allows you to copy other administrative users of the YES Message Center. Only users who have access to the application can be selected.

1. Click "Add CC."
2. Begin typing in the search box. The search will return options based on any portion of the user's name.

> **Add CC**   Close
>
> Thom
>
> _____ , Thomas ▪
>
> Thompson,M▪ ▪▪▪▪▪

3. Select the CC recipient.
4. Repeat as necessary.
5. CC recipients will appear in a row above the Subject heading.

> **Add CC**   Close
>
> Name of CC Recipient
>
> **CC:**
>
> Thompson,M▪▪▪▪▪ ✖   Smith,▪▪▪▪▪ ▪ ✖
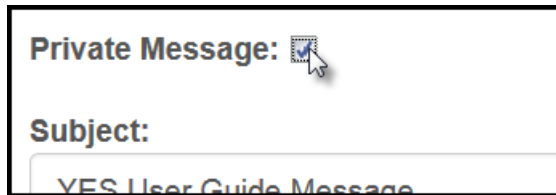>
> **Subject:**
>
> YES User Guide Message
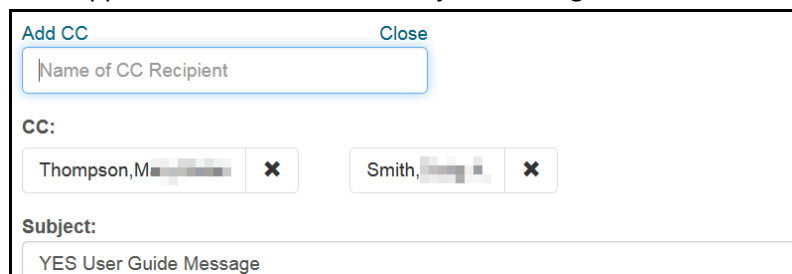
Marking a Message as Private

Messages marked as private are available only to the sender and the recipient. The Private Message functionality is not available if a message has a CC recipient.

To mark a message as Private, select the Private Message checkbox:

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.
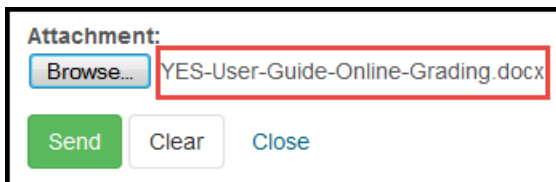
Adding a Note for an Individual Student

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 Add Note .

2. Select a category for the note.

3. Type the subject (1) and body of the note (2).
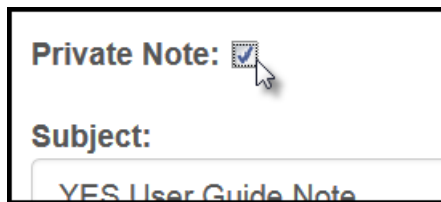
4. Click **Save** to save to the student's notes.

Marking a Note as Private
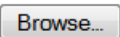
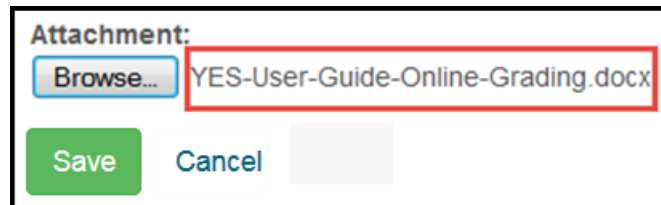Notes marked as private are available only to the person adding the note.

To mark a note as Private, select the Private Note checkbox:

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.

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.
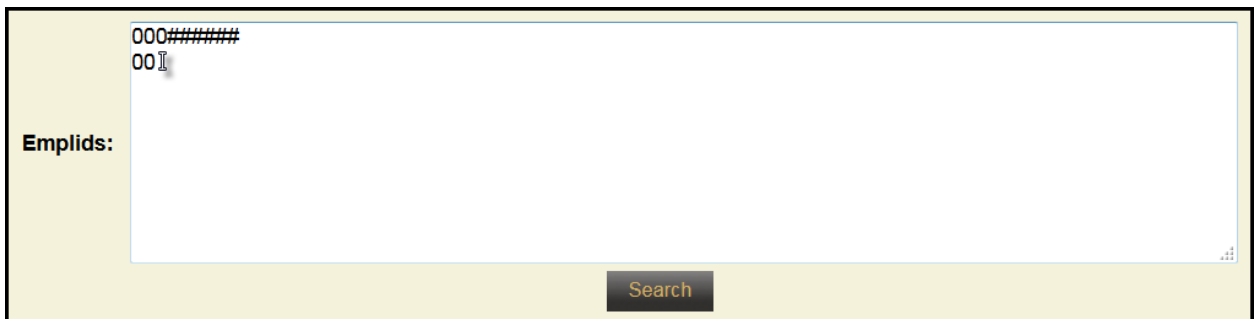
Search for a Group of Students

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.

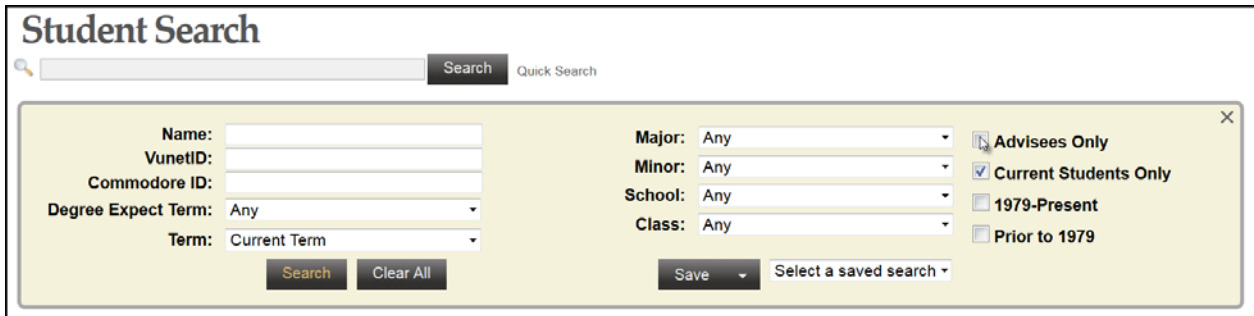2. Enter (or copy/paste) the EmplIDs into the text box.

3. Click _____.

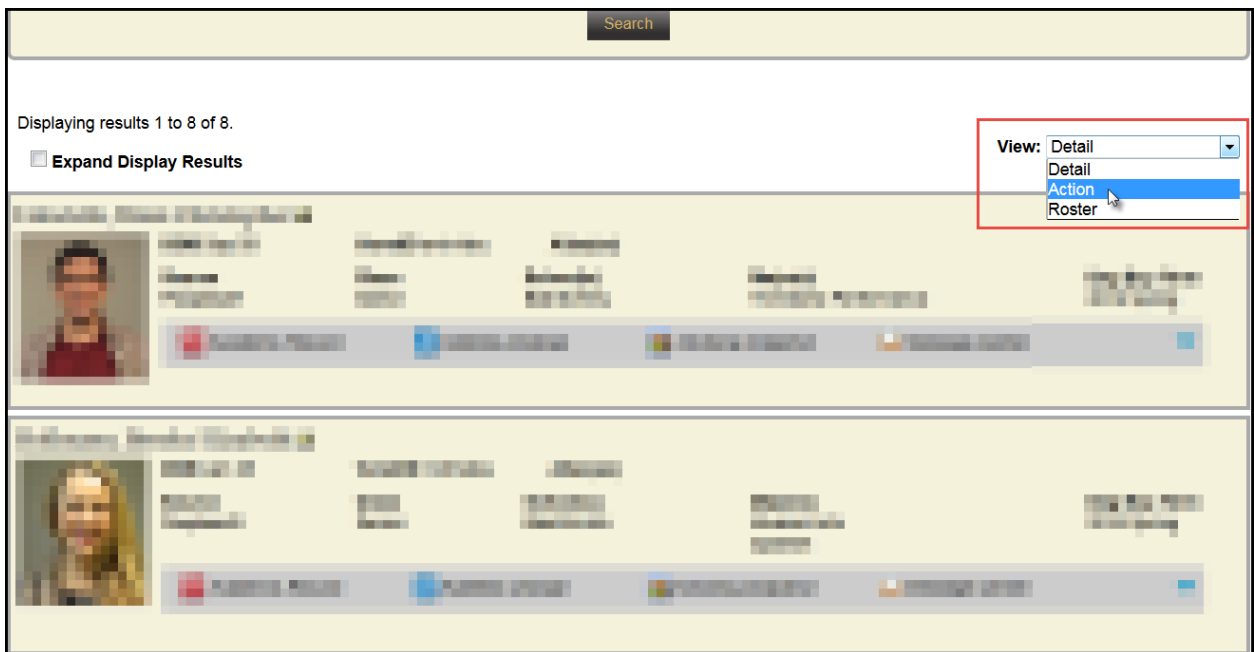### Advanced Search

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 . . .

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

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.

Send Message

Send a message to 22 recipient(s).

Subject: Subject

Add Note

Send a message to 22 recipient(s).

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

Send Message

Bulk Message:

Send a message to 8 recipient(s).

Add CC: Name of CC Recipient

Subject: Subject (1)

Message: Type your message here (2)

Attachment: Browse... No file selected.

[Send] [Cancel]
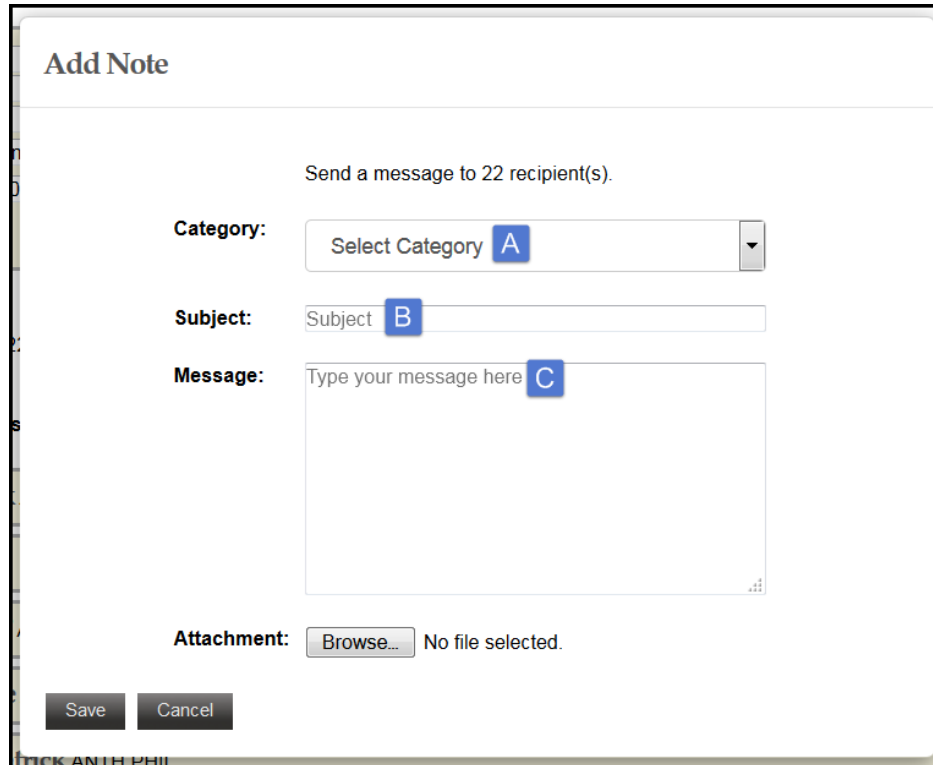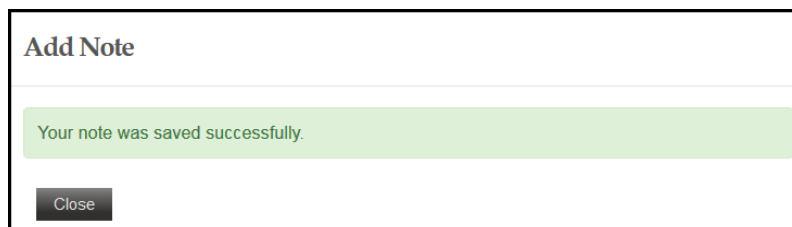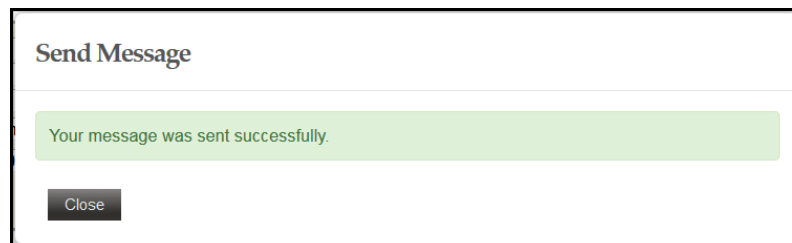
. . . or select the category (**A**) and enter the subject (**B**) and body (**C**) of the note.

Add Note

Send a message to 22 recipient(s).

Category: Select Category **A**   ▼

Subject: Subject **B**

Message: Type your message here **C**

Attachment: Browse... No file selected.

Save   Cancel

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 successfully.

Close

Add Note

Your note was saved successfully.

Close

Adding a CC recipient to a Batch Message

The "Add CC" option allows you to copy other administrative users of the YES Message Center. Only users who have access to the application can be selected.

1. Click "Add CC."
2. Begin typing in the search box. The search will return options based on any portion of the user's name.

3. Select the CC recipient.
4. Repeat as necessary.
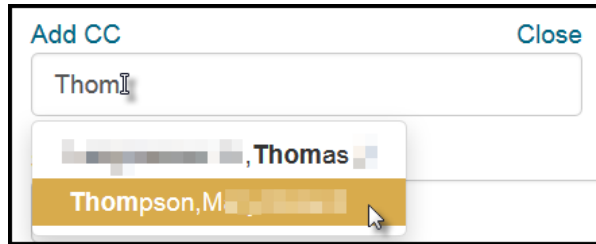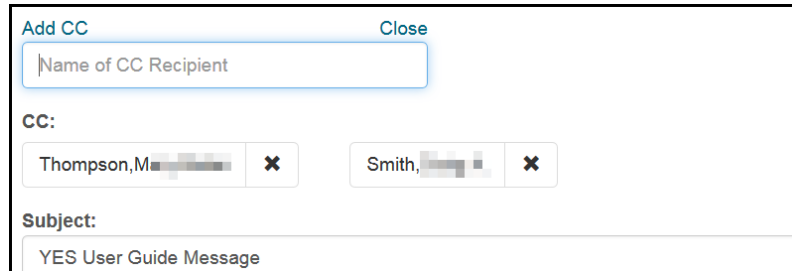5. CC recipients will appear in a row above the Subject heading.

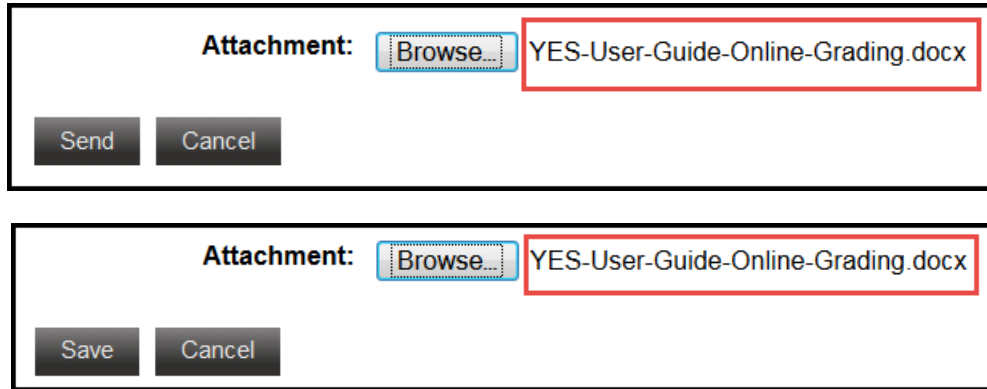## Marking a Batch Message as "Bulk"

The batch message functionality allows users to mark certain messages as "Bulk." Bulk messages can be filtered out of the inbox view. Generally, announcements and the like that go out to a large group of students are considered bulk messages.

To mark a message as Bulk, select the Bulk Message checkbox:
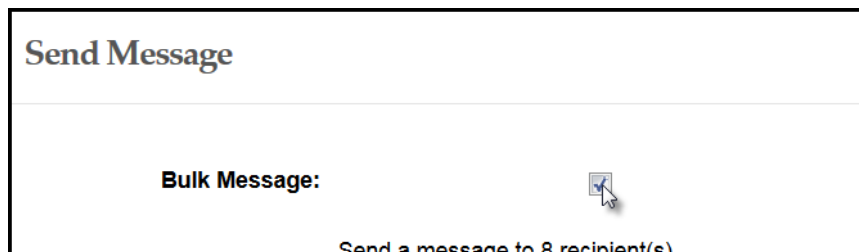
Adding an Attachment to a Batch Message or Note

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

[Save] [Cancel]

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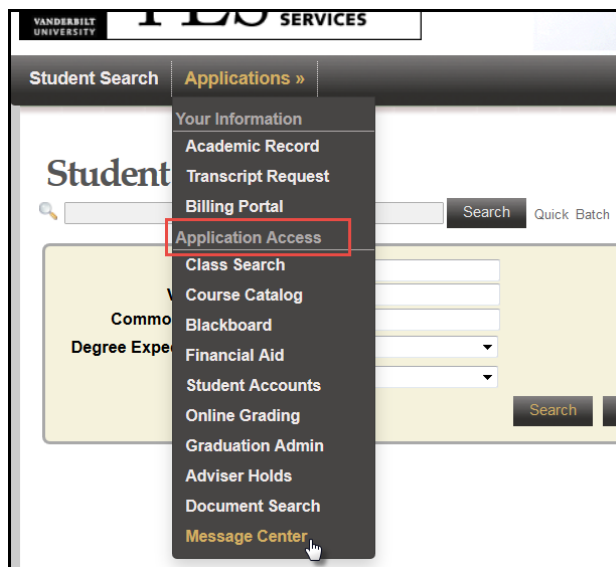
2. The administrator's Message Center has three tabs: Inbox, Sent Messages, and Saved Notes. The default view is to the inbox.

3. Bold font indicates that the message has not been read.

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, Show/Hide Bulk messages; ③, view messages by their status as Read, Unread, or Both; and ④, view all messages or only those that were sent within the last 30 days.

5. Click on any message to read it.

RE: Hello

From:

Sent: May 06, 2015 01:43 PM
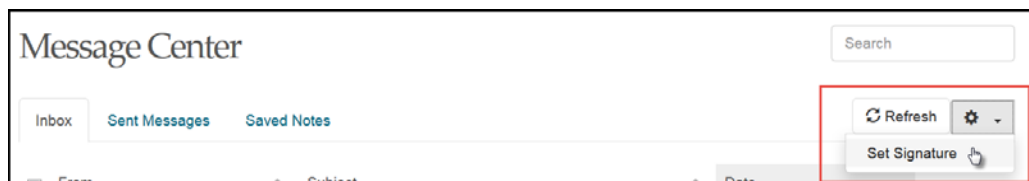
Hello

To:

From:

Date: May 06, 2015 01:43 PM

Hello

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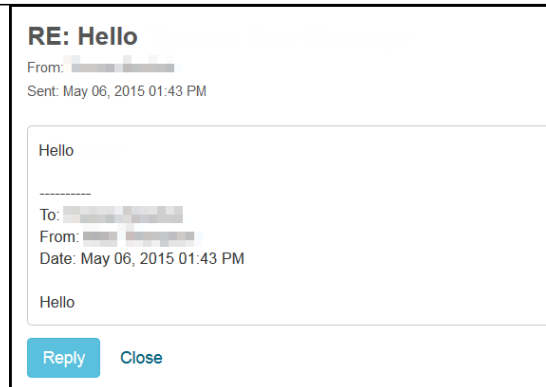
6. The `Sent Messages` tab shows a list of all messages you have sent, sortable by recipient, subject, and date. The `Saved Notes` tab shows a list of all notes you have saved, sortable by recipient, subject, note type, and date.

Adding a Message Center Signature

Signature functionality is available through the Message Center as it is for e-mail.

1. From your message center, click on the Tools icon and select Set Signature.

Message Center   Search

Inbox   Sent Messages   Saved Notes   ⟳ Refresh   ⚙ ⌄

                                                  Set Signature

From   Subject   Date

2. Type your signature in the box and click Save.

Signature

Type your signature here

Save   Cancel
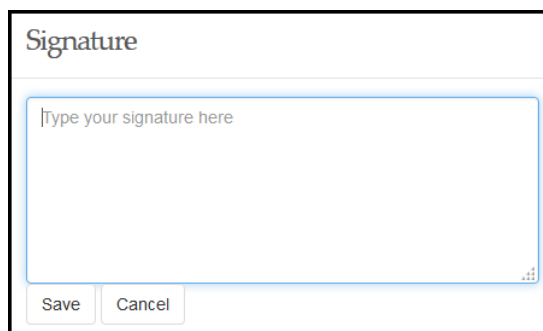
3. The signature auto-populates when a message is composed.