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Managing Message Center Communications -Student

Concept

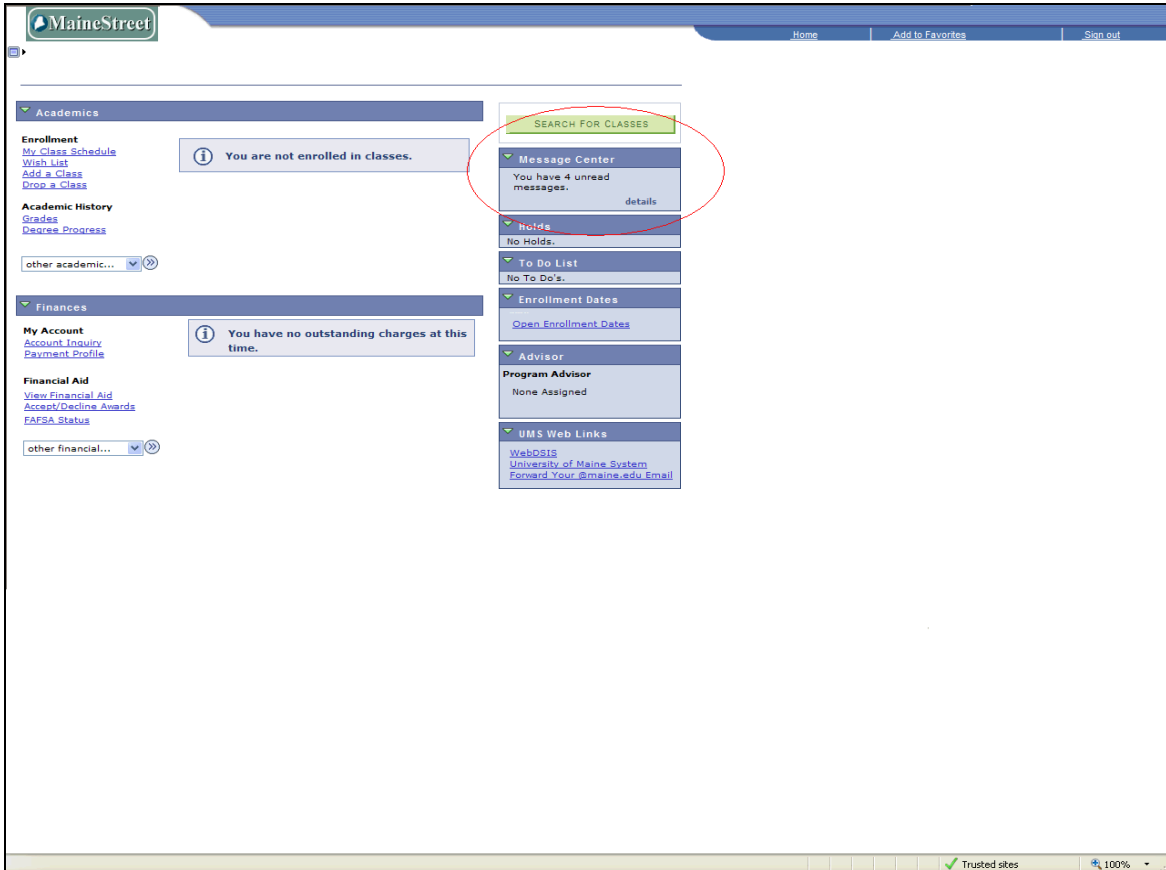
Most students prefer receiving and accessing information electronically and with rising postal costs and diminishing budgets, a secure, reliable and cost-effective way of communicating with students is necessary. To avoid sending confidential information via email, there needs to be method to post detailed and, when necessary, confidential communications to students in MaineStreet's secure environment and to notify them via email that a communication has been posted to their account.

The MaineStreet Message Center component can be used by campus administrative offices to send either personalized or generic messages to a group of students or a particular subset of students. The Message Center is located on the front page of the Student Center within Student Self-Service. The following features are built into the Message Center:

- Ability to use a query to select students who will receive the communication and pull information specific to the student and the reason for the communication.
Ability to communicate with all or a portion of the students, therefore have the ability to use PS Query to isolate certain populations.
- Ability to generate personalized messages inside the message center
- Ability to add an alert within the student center that would indicate to student a new message has been added to the Message Center.
- Ability to batch email a group of students that they have an important message in the Student Center that needs attention. • Message Center offered as link off student center and from student self service menu
- Ability to determine students has read the message
- Provide students the ability to remove specific messages from their view
- Messages have a date range that would automatically expire so that Message Center does not get cluttered.
- Staff can view messages for individual students

This topic covers how students can use the Message Center to view and manage communications from campus Administrative Offices.

Procedure



Step	Action
1.	<p>After navigating to the MaineStreet Student Center, the Message Center displays in the top-right corner of the page.</p> <p>If you have unread messages, the number of unread messages displays and the details link appears. If you have no unread messages, "You have no unread messages" displays.</p> <p>In this example, the student has 4 unread messages.</p> <p>Click details to open the Message Center Communications page.</p> <p>details</p>



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Topics for Students: Managing Message Center Communications -Student

Message Center Communications

Your active Message Center communications are listed below. To view a communication just click the Communication description. After viewing it, you may hide a communication by clicking the Window Shade icon.

[Show Hidden Messages](#)

Institution	Description	Sent Date	Viewed?	Hide?
University of Maine	Notice from Office of Student Records	06/30/2009	N	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please Join the Students Records Staff	06/25/2009	Y	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please Join the Students Records Staff	06/25/2009	N	
University of Maine	Financial Aid Retraction	06/25/2009	N	

Step	Action
2.	On the Message Center Communication page, communications sent to the student appear with the most recent communications appearing at the top of the list. Information about which UMS Institution sent the communication, the Sent Date and whether or not the communication has been viewed displays for each communication. If a communication has been viewed, a window shade icon appears in the Hide? column. You can click on the icon to hide the communication. To open a communication, click on its Description .

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University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please join the Students Records Staff	06/25/2009	Y	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please join the Students Records Staff	06/25/2009	N	
University of Maine	Financial Aid Retraction	06/25/2009	N	
University of Maine	Testing File Import	06/25/2009	N	

[Close this Communication](#)

Individual message items are below. Use the navigation links at the top right to view each message item, or you can click [View All](#) to see all items.

Information Links and Messages Find First 1 of 1 Last

Message Text

Dear Robert,

At the conclusion of each fall and spring semester, the University-wide Academic Standing Committee reviews the records of all University of Maine undergraduate students. As a result of the spring 2009 review, you have been placed on Academic Probation. Probation is the usual outcome when one or more of the following situations occur:

1. A student has an accumulative grade point average below 2.0 regardless of semester grade point average.
2. A student receives a low semester grade point average (typically above 1.0 but below 2.0) regardless of the accumulative grade point average.
3. A student previously on academic probation makes significant progress but is still below the University's guidelines for good academic standing and the student's associate dean or director recommends continued enrollment.
4. A student successfully appeals an academic suspension and is permitted to return under a strict performance contract.

Please note that all students on academic probation (not only those who fall under category 4) may be subject to conditions defined by their associate dean or director. Those conditions serve as a contract which must be fulfilled in order to remain as a degree student at the University of Maine. All such contracts will be outlined in a separate communication from the associate dean or director of the student's college and require that the student sign and return a copy by a specified date.

The University provides many services to help students be successful in their academic programs. Please consult your associate dean or director if you would like additional information about those services, if you believe this action has been taken in error, or if you have any questions regarding your academic standing.

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Step	Action
3.	<p>The communication appears in the <i>Information Links and Messages</i> section.</p> <p>After reading the communication, click the Close this Communication link to close it.</p> <p>Close this Communication</p>



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Message Center Communications

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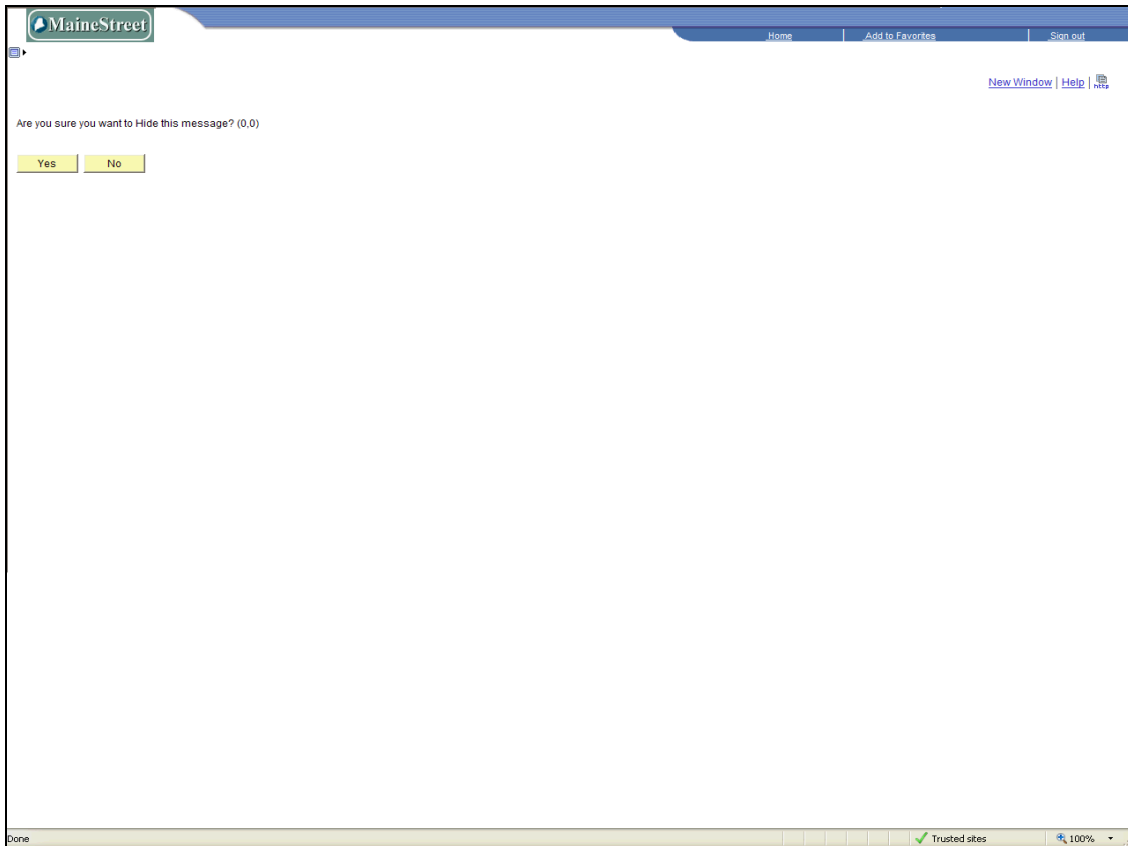
[Show Hidden Messages](#)

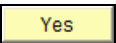
Institution	Description	Sent Date	Viewed?	Hide?
University of Maine	Notice from Office of Student Records	06/30/2009	Y	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please join the Students Records Staff	06/25/2009	Y	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Please join the Students Records Staff	06/25/2009	N	
University of Maine	Financial Aid Retraction	06/25/2009	N	
University of Maine	Testing File Import	06/25/2009	N	

Step	Action
4.	If you wish to hide the communication, click the Hide? button. 

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Step	Action
5.	A page appears that asks you to verify that you wish to hide the message. Click the Yes button. 



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Topics for Students: Managing Message Center Communications -Student

Message Center Communications

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[Show Hidden Messages](#)

Institution	Description	Sent Date	Viewed?	Hide?
University of Maine	Financial Aid Retraction	06/25/2009	N	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Financial Aid Retraction	06/25/2009	Y	
University of Maine	Testing File Import	06/25/2009	N	
University of Maine	Please join the Students Records Staff	06/25/2009	N	
University of Maine	Please join the Students Records Staff	06/25/2009	Y	

Step	Action
6.	If you wish to view hidden messages, click the Show Hidden Messages link. Show Hidden Messages

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Message Center Communications

Your active Message Center communications are listed below. To view a communication just click the Communication description. After viewing it, you may hide a communication by clicking the Window Shade icon.

[Don't Show Hidden Messages](#)

List of Communications		Find	View All	First	1-10 of 14	Last
Institution	Description	Sent Date	Viewed?	Hidden?	Hide?	
University of Maine	Notice from Office of Student Records	06/30/2009	Y	Y		
University of Maine	You are invited to a special event.	06/29/2009	Y	Y		
University of Maine	Financial Aid Retraction	06/25/2009	Y	N		
University of Maine	Please join the Students Records Staff	06/25/2009	Y	N		
University of Maine	Financial Aid Retraction	06/25/2009	Y	N		
University of Maine	Notification of Academic Action	06/04/2009	Y	Y		

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Step	Action
7.	To re-hide your previously hidden messages, click the Don't Show Hidden Messages link. Don't Show Hidden Messages

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Message Center Communications

Your active Message Center communications are listed below. To view a communication just click the Communication description. After viewing it, you may hide a communication by clicking the Window Shade icon. [Show Hidden Messages](#)

Institution	Description	Find	View All	First	1-5 of 6	Last
University of Maine	Financial Aid Retraction			06/25/2009	N	
University of Maine	Financial Aid Retraction			06/25/2009	Y	
University of Maine	Financial Aid Retraction			06/25/2009	Y	
University of Maine	Testing File Import			06/25/2009	N	
University of Maine	Please Join the Students Records Staff			06/25/2009	N	
University of Maine	Please Join the Students Records Staff			06/25/2009	Y	

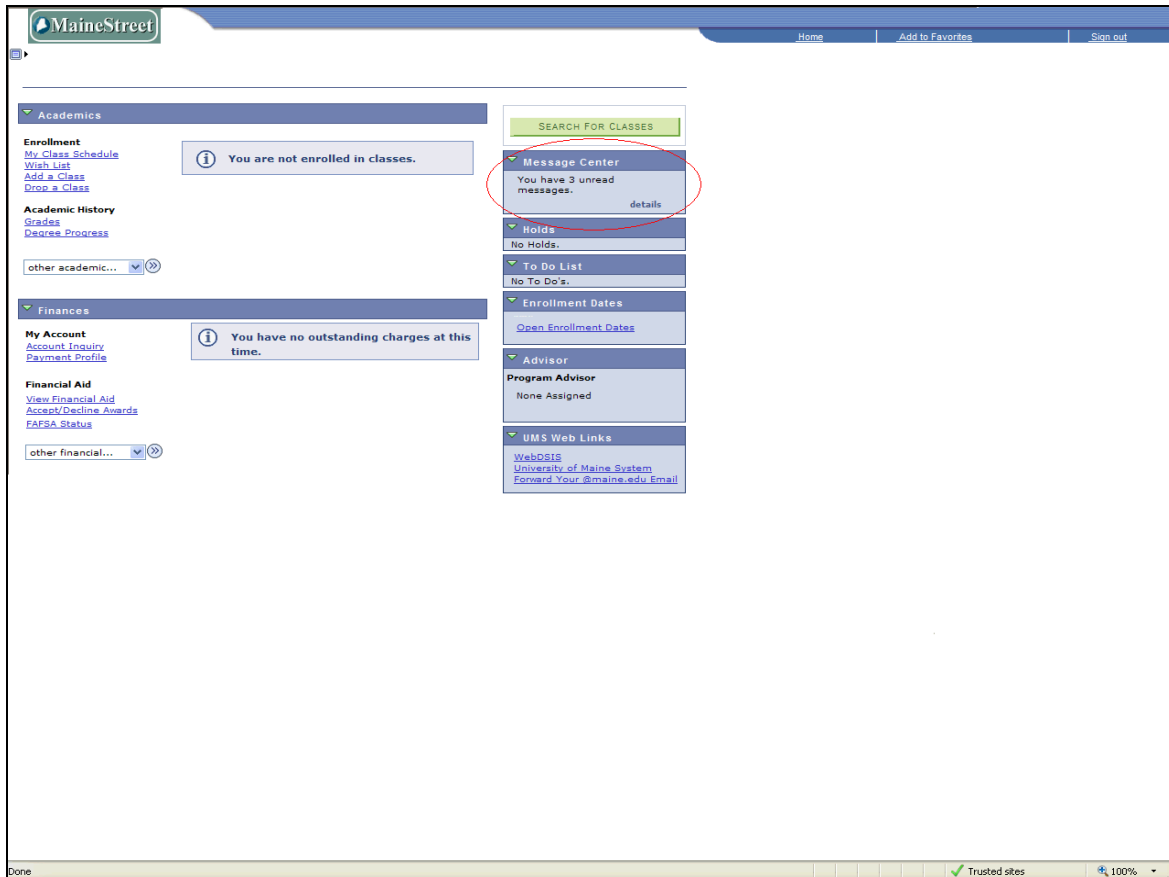
go to ...

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Step	Action
8.	To return to the Student Center after viewing communications, click the drop-down arrow in the <i>go to</i> field.
9.	From the drop-down list, click on Student Center to select it.
10.	Click the GO! button.

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Topics for Students: Managing Message Center Communications -Student



Step	Action
11.	Notice that the Message Center has updated the number of unread messages. End of Procedure.