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

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<thead>
<tr>
<th>Step</th>
<th>Action</th>
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| 1.   | After navigating to the MaineStreet **Student Center**, the **Message Center** displays in the top-right corner of the page. 

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.

In this example, the student has 4 unread messages. 

Click **details** to open the **Message Center Communications** page. |
Step 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.
### Step 3

The communication appears in the **Information Links and Messages** section.

After reading the communication, click the **Close this Communication** link to close it.

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<tbody>
<tr>
<td>3.</td>
<td>The communication appears in the <strong>Information Links and Messages</strong> section. After reading the communication, click the <strong>Close this Communication</strong> link to close it.</td>
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Close this Communication
Step | Action
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4. | If you wish to hide the communication, click the **Hide?** button.
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| 5.   | A page appears that asks you to verify that you wish to hide the message.  
      | Click the **Yes** button. |
### Step 6

If you wish to view hidden messages, click the **Show Hidden Messages** link.

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

[Don't Show Hidden Messages]
Step | Action
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8. | To return to the Student Center after viewing communications, click the drop-down arrow in the go to field.

9. | From the drop-down list, click on Student Center to select it.

10. | Click the GO! button.
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<td>11.</td>
<td>Notice that the Message Center has updated the number of unread messages. <strong>End of Procedure.</strong></td>
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