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Managing Sent Communications - Staff

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.

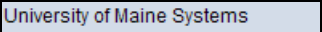
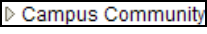
The MaineStreet Message Center component can be used by campus administrative offices to send either personalized or generic messages to a group of students or a particular subset of students. The Message Center is located on the front page of the Student Center within Student Self-Service. The following 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 to create a new communication using the Message Center Component.



Navigation

Step	Action
1.	From the Campus Solutions menu, click the University of Maine Systems . 
2.	Click the Campus Community link. 
3.	Click the View Communications link to open the View Communication page.

Procedure



View Communications
 Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Communication ID: begins with []
 Academic Institution: begins with [UMS05]
 Description: begins with []
 Communication Status: = []
 Administrative Function: = []
 Start Date: >= []

Case Sensitive

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

Step	Action
4.	On the View Communications page, your <i>Institution</i> will enter by default. You can use the <i>Communication ID</i> , <i>Description</i> , <i>Communication Status</i> , <i>Administrative Function</i> and <i>Start Date</i> fields for your search criteria when looking up a communication.



Process Document

Campus Community: Managing Sent Communications - Staff

View Communication

Institution: University of Maine
 Communication ID: 000000002

Communication Status

Start Date: 06/02/2009 | Communication Status: Active
 End Date: 06/30/2009 | Communication Function: Financial Aid
 Added Date: 06/02/2009
 Added Oprid: JWHITE | # of Communications Sent: 3
 Updated Date: | # of Communications Opened: 0
 Last Updated by: | # of Communications Hidden: 0
 Query Used: TEST123 | [Show Query Variables Used](#)

Self-Service Description
 Notice of Academic Action

Communication Description
 Message sent to students placed on academic suspension spring 08.

Communication Type Find | View All | First 2 of 2 | Last

Communication Item ID: 2
 *Communication Item Type: Message Center Communication

Message Text

Dear %4%,
 I regret to inform you that as a result of your academic performance you are suspended from the %3% Academic Program at the University of Maine for a minimum of one semester. Any course registrations, financial aid and housing for fall 2008 will be canceled.
 Suspension is the usual action when a student fails to make normal progress toward graduation. Situations that lead to academic suspension are any one of the following:

Query Detail

Selected Query Name: TEST789 | [Select New Query](#)
 Search

Query: TEST789 | test456 | Public
 3 records retrieved.

[Show Students who will receive this Communication](#)
[Show Student's Communication Item Information](#) | [Hide Results](#)

EmpID	Communication Item ID	Variable Field 1	Variable Field 2	Variable Field 3	Variable Field 4	Variable Field 5
1 000000	2 GRAN	IIM505	FNFS		Student Name	

Step	Action
5.	<p>On the View Communication page, you can view all information about the communication including who created it, if and when it's been updated, what query/file was used, how many communications were sent, how many have been opened, and how many students have hidden the communication. You can click the Show Query Variables Used link to view query results.</p> <p>In the Message Center Communication section, if no students have read the communication, you can edit the text that displays in the Message Center communication. After you save the change, the edits will immediately display for the student.</p>

Process Document

Campus Community: Managing Sent Communications - Staff



Update/View Communication

Institution: University of Maine
 Communication ID: 000000002

Communication Status

Start Date: 05/02/2009 Communication Status: Active
 End Date: 06/30/2009 Communication Function: Financial Aid
 Added Date: 05/02/2009
 Added Opnd: JWHITE # of Communications Sent: 3
 Updated Date: # of Communications Opened: 0
 Last Updated by: # of Communications Hidden: 0
 Query Used: TEST123 [Show Query Variables Used](#)

Self-Service Description
 Notice of Academic Action

Communication Description
 Message sent to students placed on academic suspension spring 08.

Communication Item Type

Communication Item ID: 2
 *Communication Item Type: Message Center Communication

Message Text

User: JWHITE
 I regret to inform you that as a result of your academic performance you are suspended from the 163% Academic Program at the University of Maine for a minimum of one semester. Any course registrations, financial aid and housing for fall 2008 will be canceled. Suspension is the usual action when a student fails to make normal progress toward graduation. Situations that lead to academic suspension are any one of the following:

Query Detail

Selected Query Name: TEST789 [Select New Query](#)
 Search

Query: TEST789 | test556 Public
 3 records retrieved

Show Students who will receive this Communication
 Show Student's Communication Item Information [Hide Results](#)


EmpID	Communication Item ID	Variable Field 1	Variable Field 2	Variable Field 3	Variable Field 4	Variable Field 5
					Student Name	

Step	Action
6.	To view communications for a specific student, from the Message Center menu, click the Student Message Center - Staff link. Student Message Center - Staff



Process Document

Campus Community: Managing Sent Communications - Staff

Step	Action
7.	On the Student Message Center – Staff look up page, enter information to look up the communications sent to the student. You will only be able to view communications that your security settings allow you to view.
8.	Click the Search button. 

Process Document

Campus Community: Managing Sent Communications - Staff



MaineStreet Home Add to Favorites Sign out

Message Center Communications [Help](#)

Your active Message Center communications are listed below. To view a communication just click the Communication ID hyperlink. You may delete a communication by clicking the yellow Delete button.

List of Communications		Find	View All	First	1-5 of 5	Last		
Institution	Description	Message Link	Sent Date	End Date	Viewed	Date Opened	Deleted	
1 University of Maine	Notice of Academic Action	000000010	05/26/2009	09/30/2009	Y	05/26/2009	N	
2 University of Maine	Notice of UM Academic Action	000000011	05/26/2009	09/30/2009	Y	05/26/2009	N	
3 University of Maine	SAP	000000014	06/01/2009	06/15/2009	N		N	
4 University of Maine	Notice Academic Action	000000018	05/27/2009	06/30/2009	Y	05/27/2009	Y	
5 University of Maine	Notice of Academic Suspension	000000026	05/27/2009	09/30/2009	Y	05/27/2009	N	

[RETURN TO SEARCH](#) [SEND NOTIFICATION](#)

Trusted sites 100%

Step	Action
9.	<p>On the Message Center Communication page for the student, you can view all communications for the student, their <i>Start</i> and <i>End dates</i>, if the student has viewed them, when they viewed them and if they hid a message.</p> <p>You can click on a message link to view the individual communication.</p>



Process Document

Campus Community: Managing Sent Communications - Staff

Message Center Communications

Your active Message Center communications are listed below. To view a communication just click the Communication ID hyperlink. You may delete a communication by clicking the yellow Delete button.

List of Communications								
Institution	Description	Message Link	Sent Date	End Date	Viewed	Date Opened	Deleted	
1 University of Maine	Notice of Academic Action	000000010	05/26/2009	09/30/2009	Y	05/26/2009	N	
2 University of Maine	Notice of UM Academic Action	000000011	05/26/2009	09/30/2009	Y	05/26/2009	N	
3 University of Maine	SAP	000000014	06/01/2009	06/15/2009	N		N	
4 University of Maine	Notice Academic Action	000000018	05/27/2009	06/30/2009	Y	05/27/2009	Y	
5 University of Maine	Notice of Academic Suspension	000000026	05/27/2009	09/30/2009	Y	05/27/2009	N	

[Close this Communication](#)

Communication Description
Notice sent to students about academic suspension.

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.

Communication Item ID	1	Communication Item Type	Generic Email
Message Text			
Dear %6%, There is an important notice for you in your MaineStreet Message Center.....			
Email Address	umrecord@maine.edu		
Email Subject	Important notice from UM Office of student records		
Communication Item ID	2	Communication Item Type	Message Center Communication
Message Text			
Dear Robert, I regret to inform you that as a result of your academic performance you are suspended from the EDES Academic Program at the University of Maine for a minimum of one semester. Any course registrations, financial aid and housing for fall 2008 will be canceled.			

Step	Action
10.	After viewing the communication, click the Close this Communication link to close the communication. Close this Communication

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MaineStreet Home Add to Favorites Sign out

[Help](#)

Message Center Communications

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3 University of Maine	SAP	000000014	06/01/2009	06/15/2009	N		N
4 University of Maine	Notice Academic Action	000000018	05/27/2009	06/30/2009	Y	05/27/2009	Y
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[Close this Communication](#)

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Message Text	Dear %6%, There is an important notice for you in your MaineStreet Message Center.....		
Email Address	umrecord@maine.edu		
Email Subject	Important notice from UM Office of student records		
Communication Item ID	2	Communication Item Type	Message Center Communication
Message Text	Dear Robert, I regret to inform you that as a result of your academic performance you are suspended from the EDES Academic Program at the University of Maine for a minimum of one semester. Any course registrations, financial aid and housing for fall 2008 will be canceled.		

Trusted sites 100%

Step	Action
11.	End of Procedure.