Messaging a Student
Sending Email & Text Messages

Emails
1. **Step One:** To send a student an email through the platform, navigate to the student’s profile and click the **Message Student** link. The Message box will open where the advisor can select the **Send Email** or **Send Text** tab option. For emails, the advisor can enter the following items:

   - Subject
   - Message
   - Attachment Option
   - Send Additional Email Notifications To – comparable to a Cc: - use a comma with a space to separate additional recipients of the notification (ex: advisor@udel.edu, advisor2@udel.edu)

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<table>
<thead>
<tr>
<th>Send E-mail</th>
<th>Send Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
<td></td>
</tr>
<tr>
<td>Subject:</td>
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<tr>
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</tbody>
</table>
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Cancel    Send Message
2. **Step Two:** Upon entering the text or details desired to send within the email message, click the *Send Message* button.

   □ Emails sent through the platform will appear on the student’s profile under the *More* tab, *Conversations* link. The email message can be reviewed by clicking on the subject title to open the email and read the message details. **Please note:** there is often several minutes of delay from when the message is sent vs. when it displays within the Conversations view. It is not necessary to resend the message – simply allow time for the message to display.

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**Texts**

1. **Step One:** To send a student a text through the platform, navigate to the student’s profile and click the *Message Student* link. The Message box will open where the advisor can select the *Send Email* or *Send Text* tab option. For texts, the advisor can enter up to 160 characters within their message.

   - **Send E-mail**
   - **Send Text**

   **To:**

   **Message:**

   - This is a sample text message. 

   **You have 128 characters remaining.**

   **Cancel**

   **Send Message**

2. **Step Two:** Upon entering the content or details desired to send within the text, click the *Send Message* button.

   □ When students receive the text message, it is from a randomly generated 5-digit SMS# and they cannot respond to the text. Therefore, users are encouraged to include clarifying text of who you are or text about students’ inability to respond – e.g. DO NOT REPLY.

   □ Comparable to emails, texts sent through the platform will appear on the student’s profile under the *More* tab, *Conversations* link.
How Does Email Capture Work?

- An Advisor sends an email to a student from within the BHSC platform
- The “from” address of the email that the student receives is the advisor’s BHSC email address (@advisor.udel.edu) rather than their actual UD email address
- The Student then replies from the student’s email address; the reply is now recorded in BHSC
- The reply is also forwarded to the advisor’s actual UD email address
- The message forwarded to the advisor’s email is from the student’s BHSC email address (@advisor.udel.edu)
- The advisor replies to this message to the student’s BHSC email (@advisor.udel.edu) and a message also goes to the student’s actual UD email address
- BHSC captures all of the messages in a conversation thread

Other Discoveries About Messages

- **Messaging More Than 100 Students** – The BHSC platform will initially only select the first 100 students alphabetically when clicking All (from advisor’s Assigned Student list or an Advanced Search result list) but when messaging more than 100 students, advisors can click the Select all XXXX items and it will select all students desired to message.

  100 items on this page are selected. Select all 116 items.

- **Marking Messages as Read/Opened** – The BHSC platform does not have any way of knowing if a message is read in Outlook. So, it will show as unread within the platform until messages are marked as read. EAB has submitted an enhancement ticket as they agreed it would be nice for the platform to sync with Outlook regarding marked read messages.