Emailing Students

For a Video Tutorial on adding users, click on: **Video Tutorial**
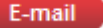
STUDENTS

The e-mail communication tool allows you to send messages to individual students or to a group of students. All emailing is done under the STUDENTS button.

If you have not done so already, you need to allow RNL to send emails on your behalf. We can do this individually (one email address at a time) or for your entire domain (@institution.edu). In order to start this process, provide us with your IT Department contact name and email address at StudentSuccessTech@RuffaloNL.com. We also suggest that you give the IT contact a heads up that we will be reaching out. Our IT team will then follow-up with the contact provided and complete the needed steps.
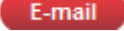
E-mailing One Student

1. Select ⓘ under Actions and the student information page will appear.
2. Select the E-mail Student Tab.
3. Complete the following fields:
   a. *From:* E-mail address of the sender.
   b. *Subject*: Subject line of the e-mail.
   c. *Body*: The content of your message.
4. Select **SEND**

E-mailing a Group of Students - NOW

1. Use the survey view and/or filtering options to select the group of students you want to e-mail (the check boxes do not work).
2. Select **E-mail**
3. Select "Send this e-mail now" and select **Next**.
4. Confirm the student count and select **Next**.
5. Complete the following fields:
   a. *Template Name*: Select from the drop down menu of predefined templates or create your own template by naming the e-mail message to save and use now and/or at a later date.
   b. *From:* E-mail address of sender.
   c. *Subject*: Subject line of e-mail.
   d. *Body:* The content of your message. Within the body you can copy from the "List of Fields." These placeholders will merge student-specific information into the content of your message. Select **Next.**
6. **Send Preview** for final review or **Send** the e-mail.

WHEN DO YOU WANT TO SEND THIS E-MAIL?
- ○ Schedule this e-mail to be sent at later date
- ● Send this e-mail now

PLEASE VERIFY THE SURVEY THAT YOU WANT TO USE FOR THIS SCHEDULE (SELECT ONLY 1):

SURVEY(S)
- ● Fall 2017
- ○ Fall 2016
- ○ Fall 2015
- ○ Fall 2014

List of Fields:
[FirstName]
[LastName]
[InstitutionName]
[StudentSurveyLink]

PLEASE VERIFY THE SURVEY THAT YOU WANT TO USE FOR THIS SCHEDULE (SELECT ONLY 1):

SURVEY(S)
- ◉ Fall 2017
- ○ Fall 2016
- ○ Fall 2015
- ○ Fall 2014

E-mailing a Group of Students – SCHEDULE

1. Select **E-mail**
2. Select "Schedule this e-mail to be sent at a later date" and select **Next**.
3. Select the survey administration for the message and select **Next**.
4. Confirm your filter is set appropriately (if you only want the reminder/message sent to not complete students, be sure the filter ONLY includes Not Complete)
   a. Note, if you are coming back through to modify you message, be sure to select 'New Filter'. The system does not like when you select Previously Saved Filter.
5. Complete the following fields:
   a. Start Date: Date you want e-mails to begin.
   b. End Date: Date you want e-mails to end.
   c. Select the day(s) of the week to be sent.
6. Complete e-mail fields
   a. *Template Name*: Select from the drop down menu of predefined templates or create your own template by naming the e-mail message to save and use now and/or at a later date.
   b. *From:* E-mail address of sender.
   c. *Subject*: Subject line of e-mail.
   d. *Body:* The content of your message. Within the body you can copy from the "List of Fields." These placeholders will merge student-specific information into the content of your message. Select **Next.**
7. Send Preview for final review or Save the scheduled message.

WHEN DO YOU WANT TO SEND THIS E-MAIL?

- ◉ Schedule this e-mail to be sent at later date
- ○ Send this e-mail now

PLEASE SELECT:

○ Previously Saved Student List

STUDENT COUNT	FILTER NAME	SURVEY NAME	SURVEY STATUS
237	Saved Filter	Fall 2017	Not Completed

◉ Student List

STUDENT COUNT	FILTER NAME	SURVEY NAME	SURVEY STATUS
237	---	Fall 2017	Not Completed

PLEASE SPECIFY YOUR SCHEDULE:

When to start and end the e-mail
Start Date: [   ]
End Date: [   ]

Days of the week to send e-mail
- ☐ Sunday
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday

BACK   NEXT

Note, if you received an error, see step #4 (don't use previously saved messages).