Overview

This user guide demonstrates how to send messages to students using the SJSU Messaging functionality. You will learn how to send messages to a list of User IDs, to a file of IDs you upload, to a class roster and to a list of all students enrolled in a specified faculty member's classes. This guide also shows how to determine whether or not a student has read a message you have sent.

Table of Contents
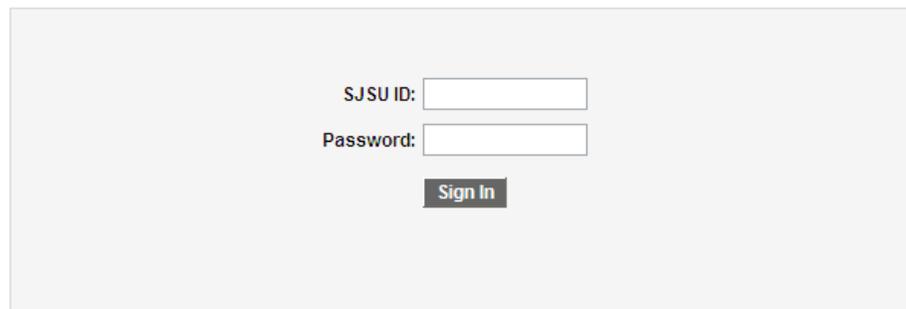
Send a Message by Class Roster

This is the most frequently used messaging function. With this, you can pull up a list of students in a class and send a message to any or all of those students. Possible uses of this might be to notify students of a class cancellation or location change, or to send assignments or class-related web links if you are the instructor of that class. This option is available to all faculty members and to employees who have gone through training.

1. Navigate to MySJSU (http://my.sjsu.edu/).

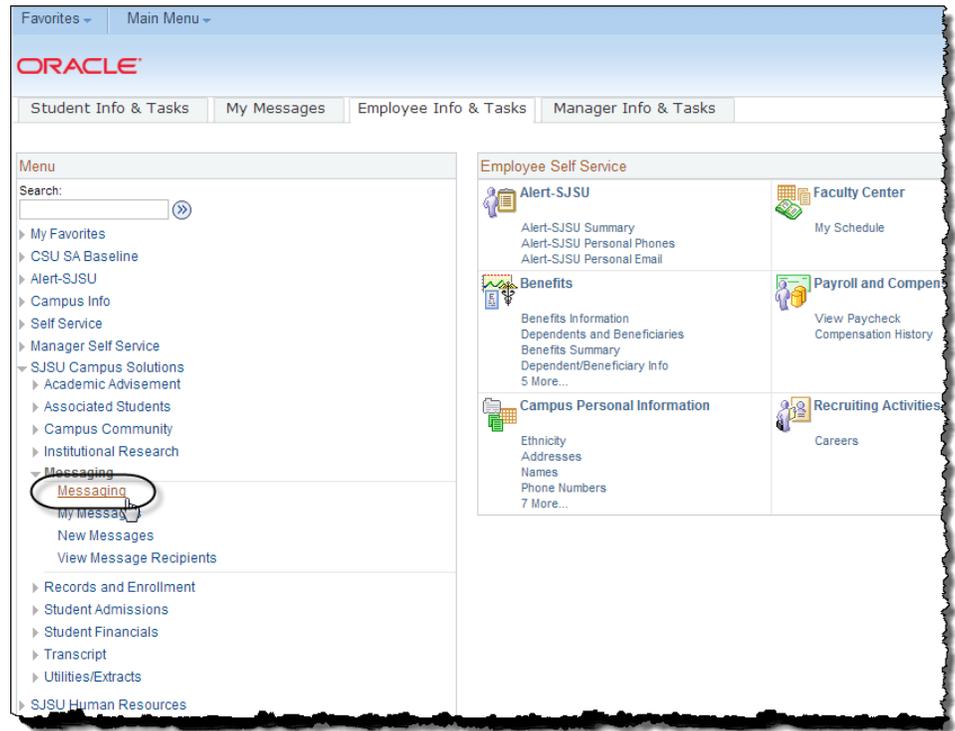2. Click the MySJSU Sign In button (or link).
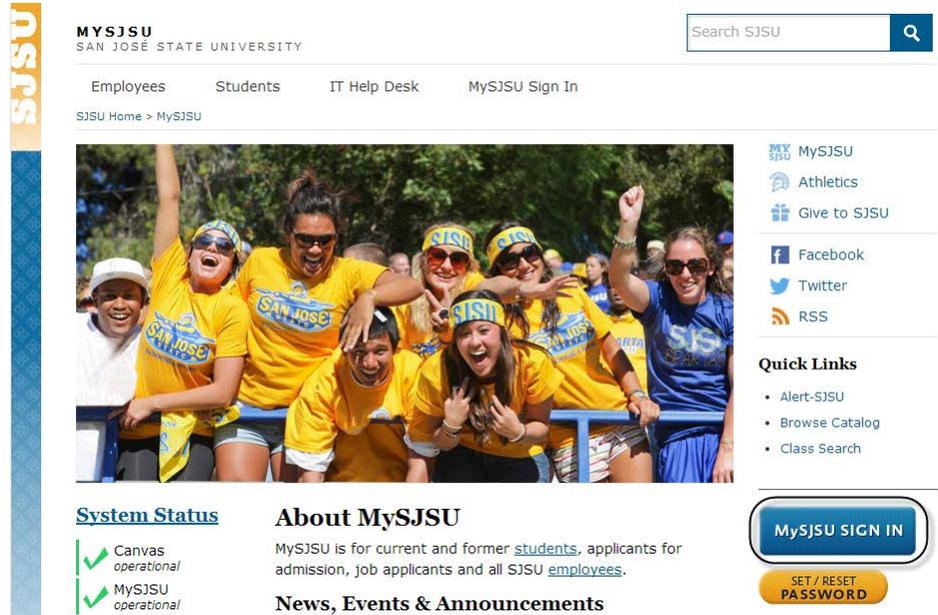
The Sign In page displays.

3. Enter your SJSU ID and Password.

4. Click the Sign In button.

The Main Menu displays.

5. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

   Note: You can also click the Send Messages link at the bottom of the menu.

The SJSU Messaging Search page displays.

6. Click the Add a New Value tab.

   Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.

The Message Detail page displays.

7. Select the Class Roster radio button.

8. Enter a name in the From field.

9. Enter the Subject, Message Text, and Expiration Date for the message.

10. Enter the Term for the class. To select from a list of terms, use the Lookup (magnifying glass) icon next to the Term field.

SJSU Messaging
Message Detail

Date/Time:	04/11/2014 2:27:09.000000PM
*From:	Ryan T Campbell
Type:	○ List ○ Upload SJSU ID's ● Class Roster ○ By Instructor
*Subject:	Class Cancelled
*Message Text:	Due to instructor illness, tomorrow's BUS2 109 class has been cancelled. Class assignments can be found at the address included below.
URL #1:	http://assignments.com/ResearchProjec URL #2:
*Expiration Date:	05/30/2014

[Send]

Class Roster

Term: 2142 Class Nbr: [Populate] [Select All] [Deselect All]

Personalize | Find | View All | 🖸 | 🖽   First ◄ 1 of 1 ► Last

	Name	SJSU ID	Send To
1			☐

11. Enter a Class Nbr. To select from a list of numbers, use the Lookup (magnifying glass) icon next to the Class Nbr field.

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Type	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
Term	The four-digit term number for the class roster. This can be looked up using the Lookup (magnifying glass) icon.
Class Nbr	The five-digit class number for the roster. This can be looked up using the Lookup (magnifying glass) icon.

The Look Up Class Nbr window displays.

12. Enter your search terms; click the Look Up button, and then click the class hyperlink.

    Note: You can fill out any of the search terms to narrow down your selection.

The Message Detail page displays.

Note: In this example, confidential student information has been redacted.

13. Click the Populate button to populate the roster.

    Note: Only the first 100 students will be listed. Use the navigation bar to see the full roster.

14. Click the Select All button to select all students on the roster.

    - To select only a few students, check individual boxes.
    - Click Deselect All to remove all checks.

    Note: You must have at least one student checked in order to send the message.

15. Once you have completed all fields, click the Send button to send the message.

The Send Confirmation page displays.

16. Click the Return to SJ Messaging link to return to the message.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 2:27:09.000000PM	Send
*From:	Ryan T Campbell
Type:	○ List ○ Upload SJSU ID's ● Class Roster ○ By Instructor
*Subject:	Class Cancelled
*Message Text:	Due to instructor illness, tomorrow's BUS2 109 class has been cancelled. Class assignments can be found at the address included below.
URL #1:	http://assignments.com/ResearchProje URL #2:
*Expiration Date:	05/30/2014

Class Roster

Term: 2142 Class Nbr: 22482 ENGL 71 05 Intro Creative Writ [Populate] [Select All] [Deselect All]

Personalize | Find | View All | 🗗 | 🔢   First ◀ 1-24 of 24 ▶ Last

	Name	SJSU ID	Send To
1			☑
2			☑
3			☑
4			☑
5			☑
6			☑
7			☑
8			☑
9			☑
10			☑
11			☑
12			☑

SJ Messaging

Send Confirmation

✔ The message was sent successfully.

Return to SJ Messaging

The Message Detail page displays.

17. Review the message.

    Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

18. Click Return to Search to go back to the Find an Existing Value page.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 2:44:02.000000PM
From:	Ryan T Campbell
Subject:	Class Cancelled
Message Text:	Due to instructor illness, tomorrow's BUS2 109 class has been cancelled. Class assignments can be found at the address included below.

Unsend

http://assignments.com/ResearchProject

Expiration Date: 05/30/2014

Return to Search

Send a Message by Instructor

Unlike the By Roster function, which you can use to send messages to one class, you use Send a Message by Instructor to send a message to all students in all classes an instructor teaches. This might be useful for notifying all students of an instructor absence, for example. This option is available to all faculty members and to employees who have gone through training.

1. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

   Note: You can also click the Send Messages link at the bottom of the menu.
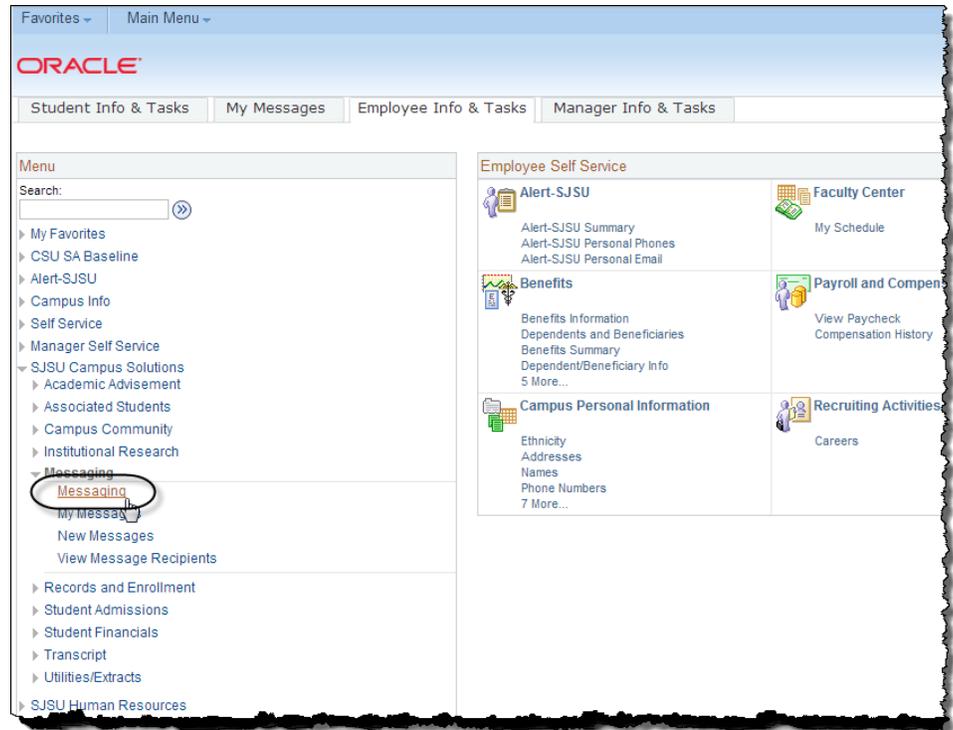
The SJSU Messaging Search page displays.

2. Click the Add a New Value tab.

   Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.

The Message Detail page displays.

3. Select the Instructor radio button.

4. Enter a name in the From field.

5. Enter the Subject, Message Text, and Expiration Date for the message.

6. Enter the Term number for the class. To select from a list of terms, use the Lookup (magnifying glass) icon.

7. Enter the Instructor's SJSU ID. To select the ID, use the Lookup (magnifying glass) icon.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 2:47:19.000000PM [Send]
*From:	A. Professor
Type:	○ List ○ Upload SJSU ID's ○ Class Roster ● By Instructor
*Subject:	Class relocated
*Message Text:	Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.

URL #1: http://www.westeros.org/   URL #2:

*Expiration Date: 04/29/2014 [31]

By Instructor

*Instructor's SJSU ID: 000020541 [🔍]   Term: 2142 [🔍]   [Populate]

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Type	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
Instructor's SJSU ID	The EmplID of the instructor. Message will be sent to every student enrolled in any of the instructor's classes for the listed term.
Term	The four-digit term number for the class roster. This can be looked up using the Lookup (magnifying glass) icon.

Note: In this example, confidential student information has been redacted.

8. Click the Populate button to populate the list.

   Note: Only the first student's information will display. Select View All to view the entire list. You cannot select or deselect Individual students.

9. Once you have completed all fields, click the Send button to send the message.

The Send Confirmation page displays.

10. Click the Return to SJ Messaging link to return to the message.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 2:47:19.000000PM

Send

*From: A. Professor

Type: ○ List ○ Upload SJSU ID's ○ Class Roster ● By Instructor

*Subject: Class relocated

*Message Text: Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.

URL #1: http://www.westeros.org/   URL #2:

*Expiration Date: 04/29/2014

By Instructor

  *Instructor's SJSU ID: 000020541   Term: 2142   Populate

  Students   Find | View All   First ◄ 1 of 84 ► Last

  User ID:

SJ Messaging

Send Confirmation

✔ The message was sent successfully.

Return to SJ Messaging

The Message Detail page displays.

11. Review the message.

    Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

12. Click Return to Search to go back to the Find an Existing Value page.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 2:57:33.000000PM	Unsend
From:	A. Professor	
Subject:	Class relocated	
Message Text:	Due to unfortunate weather conditions, all subsequent class locations have been relocated to Westeros. Please contact SJSU transportation solutions for commute options.	
	http://www.westeros.org/	
Expiration Date:	04/29/2014	

Return to Search

Send a Message by Loading an External File

This section discusses how to send messages to larger or more complex groups of students. For example, you can send a message to all students who have overdue accounts or to all students with majors in a certain college. You should review the [Messaging Usage Guidelines and Form](http://my.sjsu.edu/docs/admin/FR_MSG_SS_Messaging_Usage_Guidelines_Form.pdf) (http://my.sjsu.edu/docs/admin/FR_MSG_SS_Messaging_Usage_Guidelines_Form.pdf) to be sure your message is appropriate before sending. This is an advanced function and is available only to employees who have completed messaging training.

Queries

- You can create an external file by running existing PeopleSoft queries.
- You can also create your own query, provided you have access to the query tool.
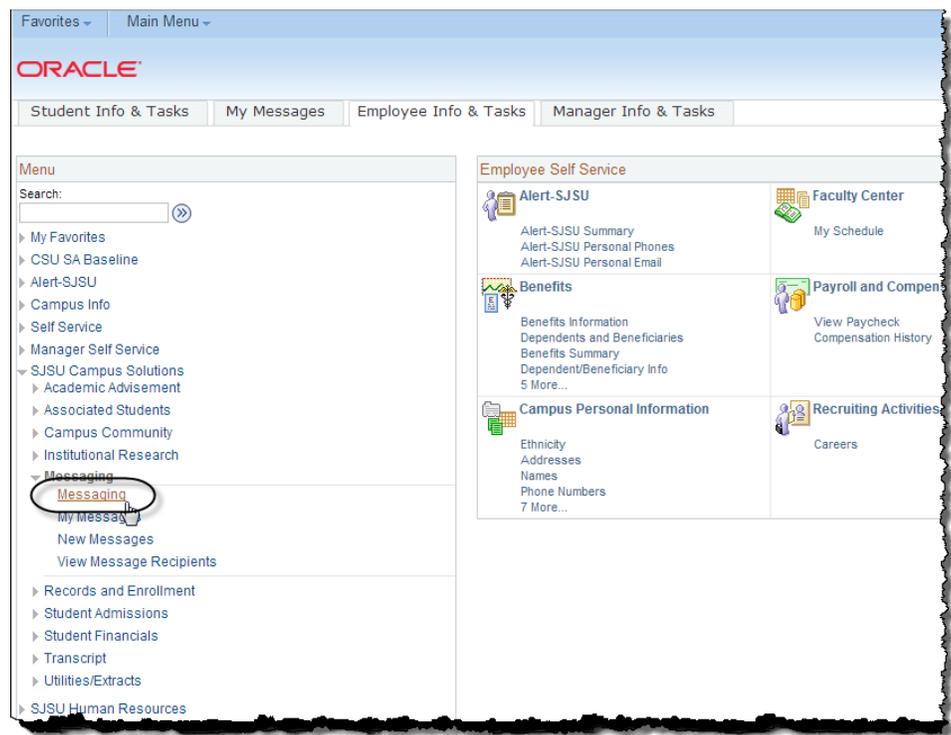
External Files

- The external file requires only the SJSU ID, but you may also include the name in order to validate data.
- The load program will only look at the SJSU ID. When it loads, it will convert that to the User ID in order to send the message. Duplicate IDs will be ignored.
- The SJSU ID must be in the first column in order for the data to load properly.

File Format

- Files must be in the .txt format in order to load properly.
- When saving a public or private query, first run the query to Excel, then save as text.
- In Excel, be sure that the cell format isn't eliminating leading zeroes from your SJSU IDs. If the cell type is formatted as Number, for example, 001234567 will be converted to 1234567. This is an invalid EmplID and will not message the student.

1. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

   Note: You can also click the Send Messages link at the bottom of the menu.

The *SJSU Messaging Search page displays.*

2. Click the Add a New Value tab.

   Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.

The Message Detail page displays.

Note: From defaults to your name, but takes other values.

The type of message defaults to List, but you can also change it.

3. Select the Upload SJSU ID's radio button.

4. Enter a name in the From field.

5. Enter the Subject, Message Text, and Expiration Date for the message.

6. Click the Upload button.

The File Attachment window opens.

7. Click the Choose File button to search for the file you wish to load.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 3:14:01.000000PM	Send
*From:	Ryan T Campbell	
Type:	○ List ● Upload SJSU ID's ○ Class Roster ○ By Instructor	
	Upload	
*Subject:	Finals schedule changed	
*Message Text:	The schedule for Anthropology finals has changed. Please see the college website below for more details.	

URL #1: http://http://www.sjsu.edu/anthropology/   URL #2: [   ]

*Expiration Date: 05/21/2014 📅

...ged. Please see the college website below for

RL #2: [   ]

File Attachment

Help

Choose File No file chosen

Upload Cancel

The Choose file window opens.

8. Navigate to the file you want to load, select it, and then click Open.

The File Attachment window displays with the file name in the field.

9. If the correct file is listed in the field, click the Upload button.

The Message Detail page displays with load information for the file.

The file is now loaded.

10. Verify your data by scrolling through the list of students at the bottom of the page. You can click View All or View 100 to view up to 100 at a time.

    Note: In this example, User IDs and names have been redacted.

11. Click the Send button to send the message.

SJSU Messaging
Message Detail

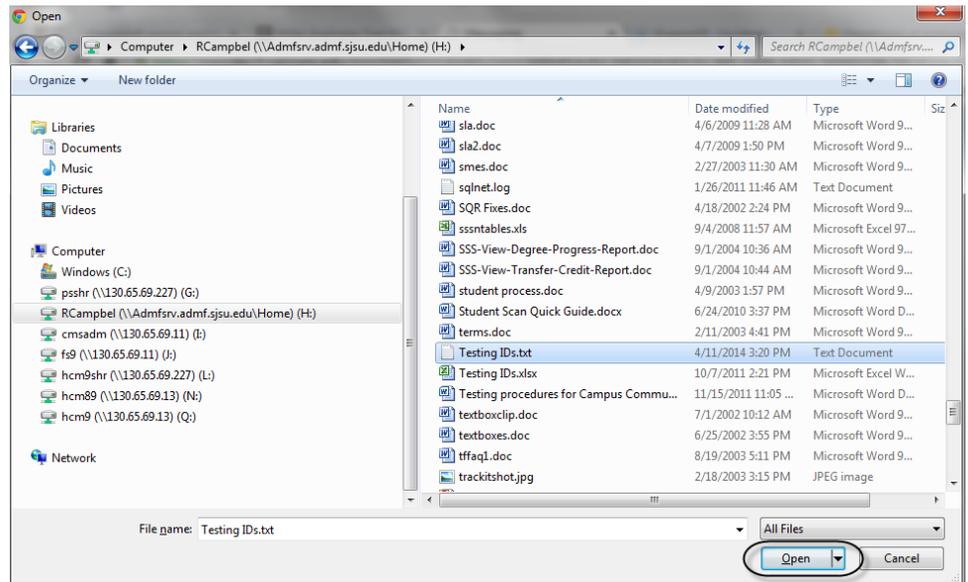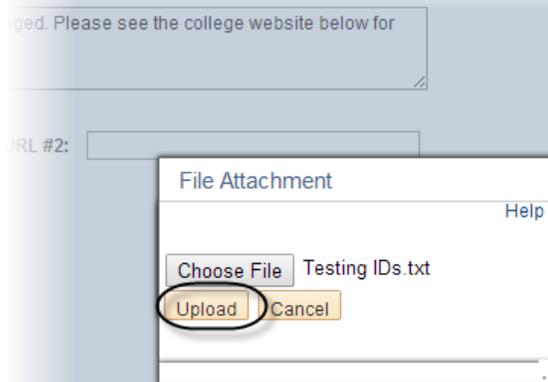|	
Date/Time:	04/11/2014 3:14:01.000000PM
*From:	Ryan T Campbell
Type:	○ List ● Upload SJSU ID's ○ Class Roster ○ By Instructor
	Upload Testing_IDs.txt uploaded by [REDACTED] (4/11/2014 03:17 PM)
*Subject:	Finals schedule changed
*Message Text:	The schedule for Anthropology finals has changed. Please see the college website below for more details.
URL #1:	http://http://www.sjsu.edu/anthropology/ URL #2:
*Expiration Date:	05/21/2014

Students   Find | View 100   First ◄ 1 of 210 ► Last
User ID: [REDACTED]   [REDACTED]

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Type	The recipient selection method for the message.
Subject	The subject of the message.
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart-quotes.
URL #1, #2	Optional web addresses. These will appear as clickable links in the message.
Expiration Date	The date after which the message will no longer be visible to the student.
User ID	The User IDs of the students to whom the message is being sent.

The Send Confirmation page displays.

12. Click the Return to SJ Messaging link to return to the message.

SJ Messaging

Send Confirmation

✔   The message was sent successfully.

Return to SJ Messaging

The Message Detail page displays.

13. Review the message.

   Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

14. Click Return to Search to go back to the Find an Existing Value page.

SJSU Messaging

Message Detail

Date/Time:	04/11/2014 3:32:36.000000PM	Unsend
From:	Ryan T Campbell	
Subject:	Finals schedule changed	
Message Text:	The schedule for Anthropology finals has changed. Please see the college website below for more details.	
	http://http://www.sjsu.edu/anthropology/	
Expiration Date:	05/21/2014	

Return to Search

Send a Message by List

This section shows how to send a message to a list of up to ten students, provided you know their User IDs.

1. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

   Note: You can also click the Send Messages link at the bottom of the menu.

The SJSU Messaging page displays.

2. Click the Add a New Value tab.

   Note: If the Datetime Created field displays a value, you will need to clear the field and then click Add again before proceeding.

The Message Detail page displays.

3. Enter a name in the From field.

4. Enter the Subject, Message Text, and Expiration Date for the message.

5. Enter up to 10 User IDs in the To field, separated by commas.

   Note: User IDs are not necessarily the same as students' 9-digit SJSU IDs. Students who attended or applied prior to Fall 2005 may have a 'W' number, such as W1234567, instead of 001234567.

SJSU Messaging
Message Detail

Date/Time:	04/11/2014 3:39:14.000000PM

Send

*From:	Ryan T Campbell
Type:	⦿ List ○ Upload SJSU ID's ○ Class Roster ○ By Instructor
To:	RCAMPBEL, W7803031, 005607991
*Subject:	Project Deadline Extended
*Message Text:	The deadline for your semester project has been extended. Projects should be submitted to the English dept office no later than 5pm on May 14.
URL #1:		URL #2:
*Expiration Date:	06/27/2014

Field Description List: Message Detail Page (above)

Field Name	Description
From	Defaults to the sender's name, but allows other values.
Type	The recipient selection method for the message
To	A list of up to ten student User IDs to whom the message will be sent
Subject	The subject of the message
Message Text	The message sent to the student. Must be entered in plain text, without special characters such as smart-quotes
URL #1, #2	Optional web addresses. These will appear as clickable links in the message
Expiration Date	The date after which the message will no longer be visible to the student

The Send Confirmation page displays.

6. Click the Return to SJ Messaging link to return to the message.

SJ Messaging

Send Confirmation

✔ The message was sent successfully.

Return to SJ Messaging

The Message Detail page displays.

7. Review the message.

   Note: If you review this information and decide not to send the message, click the Unsend button. You can unsend a message at any time, but keep in mind that students may have already read the message and received a notification to their email accounts that they have a message waiting on MySJSU. These notifications are sent automatically every evening.

8. Click Return to Search to go back to the Find an Existing Value page.

SJSU Messaging

Message Detail

		Unsend
Date/Time:	04/11/2014 3:47:17.000000PM	
From:	Ryan T Campbell	
Subject:	Project Deadline Extended	
Message Text:	The deadline for your semester project has been extended. Projects should be submitted to the English dept office no later than 5pm on May 14.	

Expiration Date: 06/27/2014

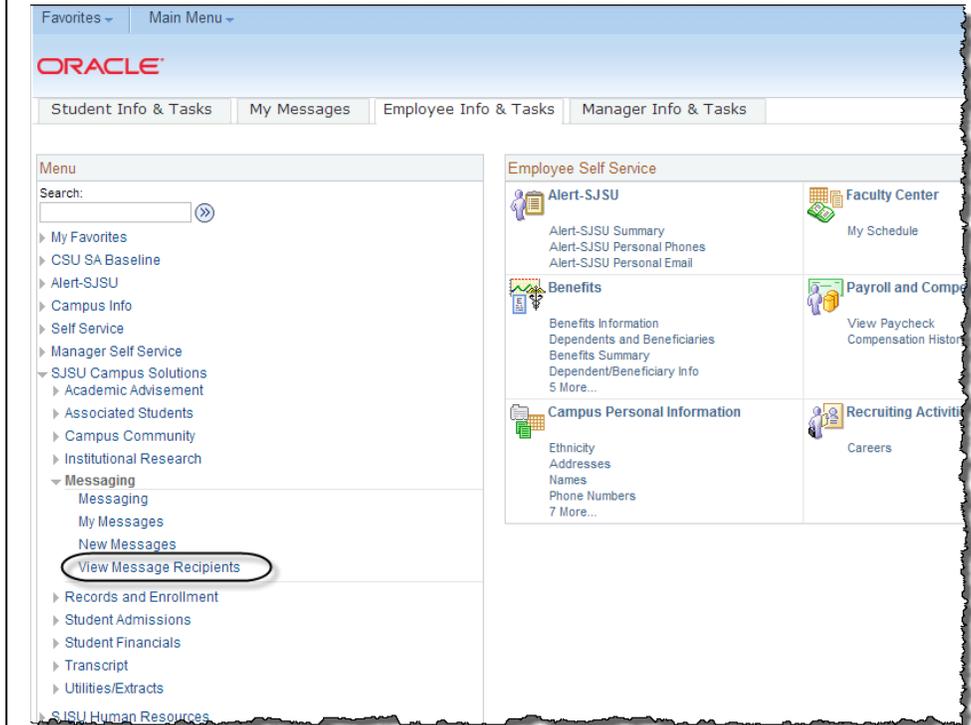🔍 Return to Search

View Message Recipients

This section shows how to check which students have received your message and which of them have read it.

1. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > View Message Recipients.

The View Message Recipients search page displays.

2. (Optional.) Enter search criteria.

3. Click the Search button to retrieve your message.

A list of all sent messages displays.

4. To select a message, click the appropriate link.

View Message Recipients

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

Find an Existing Value

▽ Search Criteria

Datetime Created: [= ▼] [   ]
Subject: [begins with ▼] [   ]
Message Status: [= ▼] [▼]
☐ Case Sensitive

[Search] [Clear]   Basic Search   📄 Save Search Criteria

Search Results

View All   First ◀ 1-82 of 82 ▶ Last

Datetime Created	From User	Subject	Message Status	Expiration Date
04/16/2014 3:08:07.000000PM	RCAMPBEL	Graduation Regalia available	Sent	04/25/2014
04/03/2014 9:27:46.000000AM	RCAMPBEL	Test message -- DO NOT OPEN	Expired	04/08/2014
03/26/2014 11:22:48.000000AM	RCAMPBEL	Test	Expired	03/28/2014
03/26/2014 9:27:01.000000AM	RCAMPBEL	TEST -- DO NOT OPEN until 3/27	Expired	03/28/2014
02/24/2014 8:10:48.000000AM	RCAMPBEL	Test message from IT HelpDesk	Expired	02/28/2014
02/22/2014 11:06:16.000000PM	RCAMPBEL	Test MEssage	Expired	02/28/2014
01/03/2013 1:58:47.000000PM	RCAMPBEL	This is a test message	Expired	01/10/2013
09/13/2012 9:56:31.000000AM	RCAMPBEL	Test Message	Expired	09/21/2012

Field Description List: Messages Status List (above)

Field Name	Description
Sent	Messages visible to the recipient.
Unsent	Cancelled messages, no longer visible to the recipient.
Expired	Messages past the expiration date, no longer visible to the recipient.
Archived	Messages that have been archived from the system. Archived messages are not visible to the sender or recipient. Archiving is performed at the end of each semester.

The Message Recipients page displays.

5. Use the Recipient Status drop-down menu to select the status you wish to view.

   Note: Only the first 7 recipients will display. Select View All to see more. Student information has been redacted in the screenshots.

SJSU Messaging

Message Recipients

Datetime Created: 04/16/2014 3:08:07.000000PM   **Sent Message**

From User: RCAMPBEL

Subject: Graduation Regalia available

Recipient Status:

Personalize | Find | View All | 🔲 | 🖩   First ◀ 1-3 of 3 ▶ Last

	User ID	SJSU ID	Name	Date Read
1				
2				
3			Ryan T Campbell - ISS	04/16/2014 3:14:04PM

[🔍 Return to Search] [↑ Previous in List] [↓ Next in List] [📧 Notify]

6. To view a list of those who have read your message, select Read from the list of options.

SJSU Messaging

Message Recipients

Datetime Created: 04/16/2014 3:08:07.000000PM   **Sent Message**

From User: RCAMPBEL

Subject: Graduation Regalia available

Recipient Status: ▼

Read
Unread

onalize | Find | View All | 🔲 | 🖩   First ◀ 1-3 of 3 ▶ Last

	User ID	SJSU ID	Name	Date Read
1				
2				
3			Ryan T Campbell - ISS	04/16/2014 3:14:04PM

[🔍 Return to Search] [↑ Previous in List] [↓ Next in List] [📧 Notify]

A list of students who have read your message (including the date and time) displays.

SJSU Messaging

Message Recipients

Datetime Created: 04/16/2014 3:08:07.000000PM   **Sent Message**

From User: RCAMPBEL

Subject: Graduation Regalia available

Recipient Status: Read ▼

		Personalize | Find | View All | 🔳 | 🖩	First ◀ 1 of 1 ▶ Last	
	User ID	SJSU ID	Name	Date Read
1			Ryan T Campbell - ISS	04/16/2014 3:14:04PM

🔍 Return to Search   ↑▤ Previous in List   ↓▤ Next in List   🖹 Notify

Unsend a Message

This section demonstrates how to unsend a message to make it invisible to students. This is useful if your information changes and you wish to alter or cancel your message.
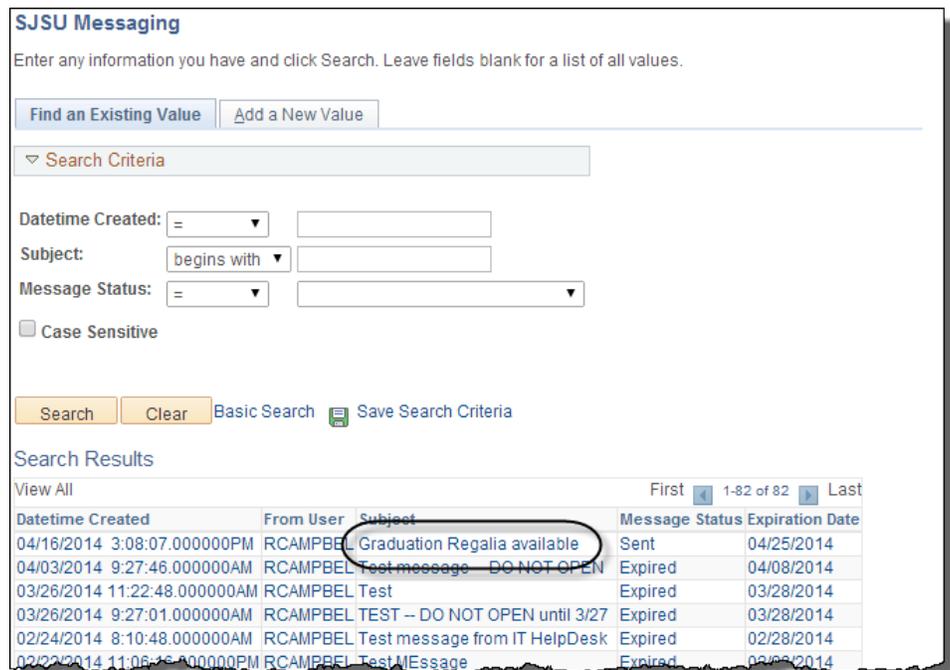
The Main Menu displays.

1. From the Main Menu, navigate to SJSU Campus Solutions > Messaging > Messaging.

   Note: You can also click the Send Messages link at the bottom of the menu.
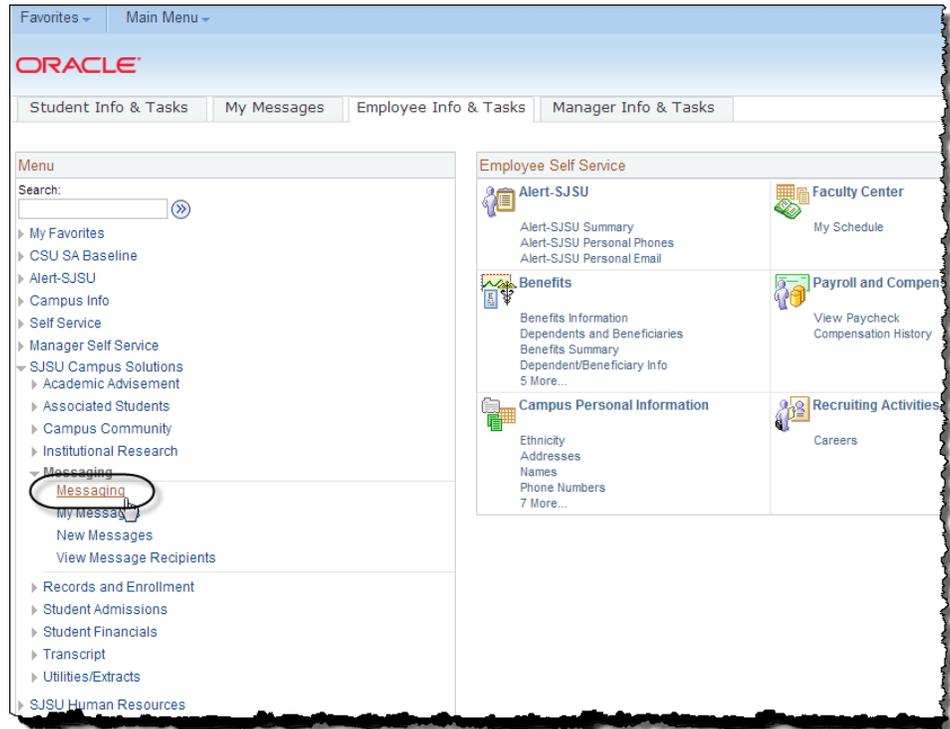
The search page displays.

2. Click the Search button.

3. To select the message you wish to unsend, click the appropriate link.

The Message Detail page displays.

4. Click the Unsend button to unsend the message.

SJSU Messaging

Message Detail

		Unsend
Date/Time:	04/16/2014 3:08:07.000000PM	
From:	Ryan T Campbell - ISS	
Subject:	Graduation Regalia available	
Message Text:	Please stop by the Spartan Bookstore to select your cap and gown for your graduation ceremony.	

Expiration Date: 04/25/2014

Return to Search   Previous in List   Next in List

If some of the message recipients have already read the message, a warning will display.

5. Click OK to dismiss the message.

Note: You may wish to cancel the Unsend at this point and view the message recipients to see who has read the message already. If you choose to continue the Unsend, you can still view the message recipients after the Unsend is complete.

Message

Warning -- Recipients have read the message you are trying to unsend. To unsend this message, press OK. To not unsend this message, press Cancel. (99999,99999)

OK   Cancel

The Message Detail page displays and indicates that the message has been unsent.

SJSU Messaging

Message Detail

		This message has been unsent.
Date/Time:	04/16/2014 3:08:07.000000PM	
From:	Ryan T Campbell - ISS	
Subject:	Graduation Regalia available	
Message Text:	Please stop by the Spartan Bookstore to select your cap and gown for your graduation ceremony.	

Expiration Date: 04/25/2014

Return to Search   Previous in List   Next in List