

Navigate: Guidelines for Texting Students

1. Use their name and identify yourself
2. In your first text to the student, identify that you are with Washburn University
3. Only text students you have a prior relationship with (no “blind” texting)
4. Do not include GIFs or pictures, emojis may be used when appropriate
5. Ask questions that prompt an action

Example #1: Have you paid your bill yet?

Example #2: Have you filed your FAFSA yet?

6. The texts should only contain valuable and relevant information
7. Be concise
8. DO NOT ask for personal information
9. DO NOT use texting for promotional or commercial reasons
10. DO NOT initiate a new text conversation between 9:00pm – 8:00am (if a student responds to your text within that timeframe you may respond)

*If you would like to receive access to the Navigate Texting feature, please contact [Christina Foreman](#) for more information.