WHAT'S NEW?

1. **Transfer Credit Evaluation To-Do:** We have created a To Do that can be placed on a student to remind them to complete the Transfer Credit Evaluation form. This To Do generates an email giving the student the link to the credit evaluation. We have configured the To Do's message in a way that if the student responds to the email, it replies to transfer@uga.edu and they can get their question answered more easily.

2. **Student Photos in SAGE** : Julia and I have been working closely with our SAGE IT team and have received confirmation that we are closer than ever to having student photos in SAGE. The team has completed its last leg of security testing and photos should be ready to be tested by the end of next week! We will keep you all updated on when the photos make it into SAGE on the user side. Thanks to Dave, Gio, Prince, and Robert for working so diligently on getting these student photos into SAGE for us!

3. **Increased Storage in SAGE:** We have officially increased our storage limit in SAGE! For those of you who were not aware, earlier this semester, we unexpectedly hit our SAGE storage limit and we were no longer able to upload document files (.doc, .pdf, etc.) into a student's SAGE record. Since then, we have worked with OVPI leadership and our SAGE/Starfish project consultant to purchase more storage for our system. Although our limit is now increased, we are hoping to evaluate the ways we are using the file upload feature in SAGE so that we don't find ourselves in this situation again too soon. **As a reminder, students CANNOT view file uploads into SAGE**. So if you are uploading a file such as a Word document advising form thinking a student is able to view it, unfortunately, they are not. We have spoken to Hobson's (parent company for Starfish/SAGE) and they have let us know that this will likely never change due to security and privacy issues. With that in mind, Julia and I would love to explore ways we can help advisors find alternative options to file uploads in SAGE that students are able to view (if that is desired), such as a custom Notes Template, utilizing the tracking items in a more useful way, etc. If you or your unit is interested in discussing and brainstorming some alternatives to file uploading, please let Julia and/or I know and we would be more than happy to talk. (However, if you or your unit uses the file upload to store something that would not be helpful for the student to be able to view, we are still happy to brainstorm alternatives if you're interested! But mainly we want to be proactive about trying to save advisors time if they are having to duplicate efforts by creating a file, uploading it to SAGE, and then having to communicate that same information to the student in another way because the student is unable to see the file).

4. **Hobson's Campus Visit:** Hobson's, the parent company of Starfish/SAGE, will be on campus Tuesday, 11/5 for another on-site visit to check on our re-implementation and use of SAGE. We are looking forward to a good and productive visit and Julia and I hope to have some great and exciting updates to share with you all after the visit!

5. **Mass Clearing Tracking Items:** Thanks to an advisor that brought this capability to Julia and I's attention, there is a way to mass clear tracking items! Please follow this link to the Starfish Help Center to find specific instructions and screenshots on how to accomplish this:http://help.hobsons.com/Starfish/FI3VYgGm6zb3OWi2R2d2/Help/Admin/IRC/Content/Starfish_Help/Features_and_Workflow/Tracking_Items/BulkClearItems.ht

m?Highlight=clearing%20tracking%20items If you have not had a chance to visit the new Starfish Help Center, I highly recommend you take a look! It is recently revamped and it very helpful! You can get to it from your SAGE home menu (the three horizontal lines by your name) and select "Help". They have clear instructions and photos of how to do most things you would need to do in the system! Julia and I have found this very helpful in looking for instructions on how to complete something in SAGE.

6. **Reason for Clearing Tracking Items:** This is a new feature in SAGE and it should really really helpful! Now, when you go to close/clear any tracking item in SAGE, it will give you a pop-up box with a menu that will ask you to select a reason why you are closing the tracking item. You also have the ability to add a comment if you desire. Julia and I feel this will provide more accurate information on why tracking items are being cleared as well as give us more tracking item data. Try it out and let us know your thoughts!

Coming Soon!

1. **Texting Conversations with Hobson's**: Julia and I have been working with our Starfish Team and speaking about possible interactive texting options and platforms that could work well alongside SAGE and with UGA. Chanel is the Project Consultant on this project from Hobson's. Chanel would like to plan a campus visit to UGA to speak with some advisors and observe their workflows as well as speak with students. During her visit, she wants to do some information gathering to help find us the texting platform that would be the best fit for our needs. If you are interested, or know some students who you think would be interested, please keep a list and let Julia and I know so that we can pass that information along to Chanel for when she comes to campus. Chanel said she would need possible 2-3 advisors to observe/talk to for about an hour each and then 4-5 students who she could speak to about how they obtain information, are connected to resources on campus, and how they feel about getting messages and information via interactive texting at UGA. She did say that she had an Amazon gift card for each student that was willing to participate, so that could be an incentive for the students.

2. **Incomplete Grade Tracking Item**: We are currently working on automating a To Do/Tracking Item for an Incomplete Course grade for students. We are hoping to have this up and running in the Spring semester. In the meantime, we have a manual version that we are working out details for in SAGE. If your unit is interested in having access to the manual tracking item, please let me know and I can add your group to the permissions on the tracking item!

3. **Tutoring Configuration Changes**: Julia and I have been working closely with other SAGE team members to streamline the way we have DAE Tutoring in SAGE. The way the new configuration will work, is that tutors are tied to a specific course in SAGE and students have to be enrolled in that course to see the tutor. This will cut down on students scheduling tutoring sessions with a tutor who does not tutor for their specific course. We are in process of finalizing this and are hoping to have it up and running, at the latest, January.

4. **Major Organizations in SAGE**: Another exciting change we have coming is creating Major Organizations in SAGE. This would allow advisors who advise for specific majors to be automatically assigned students who change into their major without having to do

any manual work! This change will allow advisors to filter their students by major so they can create notes, assign tracking items, etc. in bulk. Our IT team is working hard on configuring this and we will be using it in our Test version of SAGE soon. Please be on the lookout for that!

REMINDERS FROM LAST MONTH:

1. **Re-Implementation and Optimization in SAGE**: Our SAGE team is currently going through a re-implementation and optimization of SAGE. We are working closely with our new project team at Hobson's to make sure we are using SAGE in the best possible and most effective way. Julia and I are in constant communication with our Project Coordinator to work through different features and how we can best use SAGE for UGA. We are hoping to have any changes go into production in 2020. This process will hopefully improve the user experience for SAGE users and students, help us optimize the way we are using the product to get the most useful data, and ultimately support our institutional goals for supporting students. Stay tuned for exciting updates that we will share along the way as well as campus partners that will be joining us in SAGE to continue to open the lines of communication for our students. NOTE: Each school/college/unit has a representative on our SAGE Users Group, so if you have ideas, comments, or questions related to this process, please feel free to send those through your unit's SAGE Users Group rep!

2. **Compass Account**: In order to stay up to date on SAGE as well as have input on Feature Requests and suggestions, you will need a Compass Account. This is an account that Hobson's uses to communicate withStarfish (SAGE) users. This is where all feature requests are housed and where you can "up vote" them so that the production team will be able to take a look and consider the implementation. To find more information on a Compass Account and how to obtain one, please visit our FAQ page on the SAGE landing page.

3. **Changing your title in SAGE**: With the help of our SAGE/Starfish consultant, Michelle, we have found out that you are able to change your own title in SAGE. This is the title a student sees when you are in their success network. This is a very very helpful feature and we STRONGLY encourage you to change your visible title to something that will make the most sense to your students! For example, if your current title is the same as your SAGE role (i.e., "Primary Advisor") but you actually advise for a specific major(s), you may consider changing it to "(Major) Academic Advisor", etc.

   To change your title in SAGE, please follow these steps:

   1. Open SAGE and click on the three horizontal lines in the upper left-hand corner
   2. Click on the down arrow by your name
   3. Click on Institutional Profile
   4. Type your preferred title in the Title section right under "log in page"