

Q79

Would you like to provide any final additional feedback and/or suggestions for improvement to GAIL?

Response: Bring G-Wiz back!

Answer: We miss G-Wiz too! Currently our GAIL Wizard is offline while we make some big changes to our communications modules. We promise that the wait will be worth it! In the meantime, don't hesitate to reach out to the Client Services team for any assistance with a marketing effort or event invitation. We are here to help!



Response: Remove reports that do not work.

Answer: If you find any reports that appear to not work, please email askit@uga.edu. We agree that we can clean up some of the reports that have never been used and are discussing an audit of the reports to determine which ones could potentially be removed.

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Response: I think a road show about GAIL would be useful - outside of DAR! Maybe it's even an introduction to it through Training & Talent Development?

Answer: This is a great idea! We've been working towards this goal as well with campus GAIL consultations, collaboration between Advancement Services and Marketing & Communications, and more!

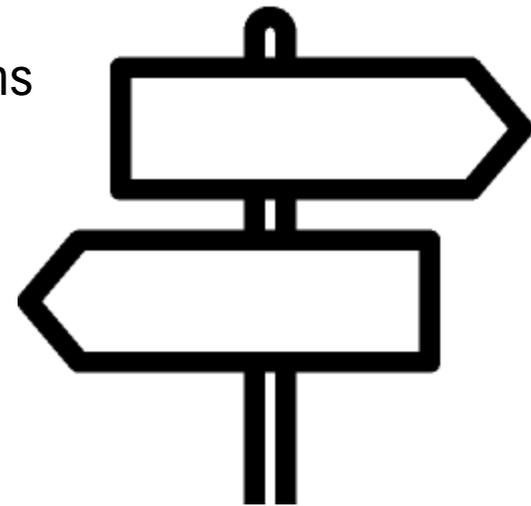
Response: I wish there was a way to hard code certain data so that it can't be overwritten by an HR update. For example, many of our faculty members have complained that they receive mail from DAR with Ms./Mr. titles rather than Dr. I have fixed this multiple times in GAIL only for it to be overwritten we get data updates from HR.

Answer: The HR upload will not overwrite titles. What is likely occurring is that the data used for those specific mailers either didn't come from GAIL or is from an old list. If you have specific examples of constituents who are receiving mail with incorrect titles, please send them to askit@uga.edu and we will investigate the issue.

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Response: I find GAIL cumbersome. It has too many options. I'd love to see any extra tabs/under or unutilized options deleted.

Answer: GAIL has many, many options — it can feel overwhelming! It's important to remember that with over 550 GAIL users in various departments across multiple UGA campuses, the way one person uses the system may be very different from the way another person uses it. So something that seems like it doesn't have a purpose to you, might be vital for someone else's job. That being said, GAIL also provides a ton of customization options to help you get to the things that only you need as painlessly as possible. If you're interested in customizing your GAIL experience, let us know what kinds of things you do in the system and we can show you how to streamline your workflow!



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Response: I would like to have the capability to lock specific name formats! I would love the security that no one can change a name format that has been created for a specific reason.

Answer: When a new individual is added to GAIL, a name format is automatically generated based on a pre-set formula. This formula is programmed to adjust accordingly to any change in a constituent's name, including nicknames, marriages, and title changes. Name formats should **ONLY** ever be changed by our users when the constituent specifically requests it. We will increase our name format discussions in training classes and update our website resources to reflect the seriousness of these changes.

In a situation where the name format absolutely should not be changed, a pop-up notification can be created on an individual's record. If you would like to set up this type of alert on a specific constituent, please email askit@uga.edu.



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Response: The donor information tab is very slow to load when a fund has lots of giving history. I know I can change my filters to retrieve less information, but I really need to see all of the information.

Answer: Anytime a page in GAIL attempts to pull a significant amount of information, the screen may need a bit of time to load. The less information you're asking for, the less time it takes to generate. However, we will look into this particular screen in GAIL and see if there is anything we can adjust to speed up its display time.

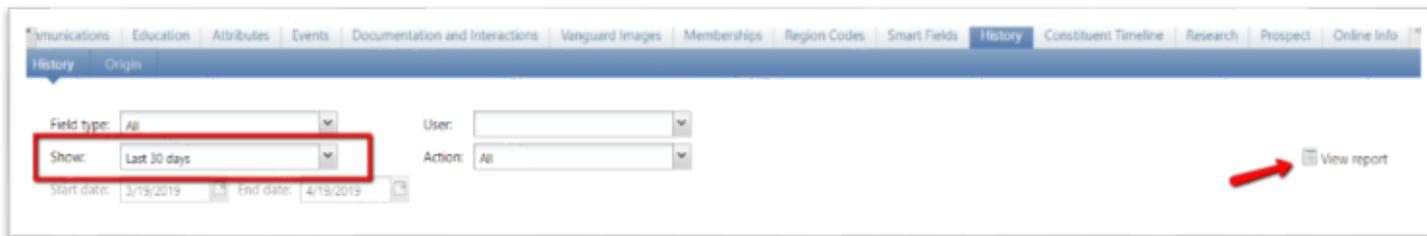
Response: I would like to see chairs and professors linked to the endowed fund that supports them, much like scholarship recipients.

Answer: This is a project we are working on right now! We are still in the early stages of gathering that information but we will keep everyone updated as the project progresses.

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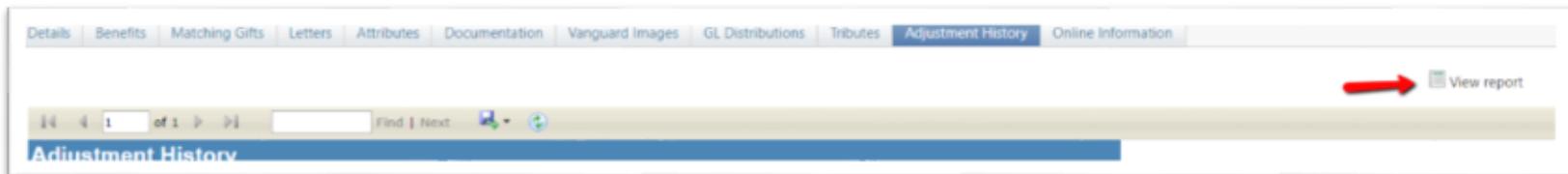
Response: There needs to be dates indicating when addresses/name were updated.

Answer: Each constituent profile houses a History tab that can be used to view the dates and data changed on an individual's record.



Response: There needs to be a flag on gifts that indicates an adjustment happened. Plus there needs to be a history of adjustments.

Answer: When looking at a gift's transaction summary screen, you can view any adjustments made via the Adjustment History tab. Make sure to click View report in order to see this information.



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Response: I think the participant box for interactions should be able to expand larger. It is challenging to tag constituent records for monthly and annual interactions when there are more than 10 constituents.

Answer: Excellent points! We can see where it might get difficult to navigate that participant box in interactions when you're adding more than a few people. We will pass this suggestion to our [Application Support](#) team to investigate the feasibility of making this "add interactions" adjustable so you can make it larger or full screen.

Response: Email analytics is extremely poor.

Answer: Currently our email statistics report contains information about open rates, URL clicks throughs, bounce backs, revenue, etc. However we are always looking for ways to improve the content of our reports! If you have any specific ideas or suggestions for improvement, please send them to askit@uga.edu

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Response: It would be smashing if there was a direct link to the prospect's record in the research request queue. Currently there is no link or lookup ID available, which means I have to search for them by name.

Answer: We agree! This is a smashing idea! Our [Application Support](#) team has been made aware of this customization and it will be added as a future update to GAIL.

Response: I do not need the email from soc@uga.edu telling me that remote access using the VPN access was completed. It takes up energy and space and is very obnoxious.

Answer: Unfortunately, we don't have any control over the automatic email that is sent when you log in to the VPN. You can create rules for your inbox though that could automatically place it in a different folder! For instructions, [click here](#).