

Foothill/STS SARS TRAK Phase I Final Meeting

October 16, 2012, 2:00pm – 3:00pm

Attendees: Chien Shih, Joe Moreau, Jerrick Woo, Kam Chedid, Susan Malmgren, Linda Robinson, Lori Silverman and Kari Elliott (note taker).

Phase I:

- Replace STS with SARS TRAK at Foothill by September 24, 2012 – completed.

Phase II:

- Revisit De Anza implementation.
- Implement texting option.

Agenda:

1. Additional machines needed.
 - On more kiosk needed for Mike Murphy (PSME).
2. Phase II.
 - Texting and messaging.
 - Red Canyon conversion (Foothill PE).
3. Call Center – Support process and responsibility
 - Start transiting to normal maintenance mode for the phase I project. Call Center will be the first line of contact.
 - Call Center will generate ticket to Joe Lampo if there is a SARS related issues
 - Joe will assign ticket to the team members who will work on the specific issue
 - If problem persist, Joe will escalate to SARS support and Chien Shih
4. Concerns & Issues.
 - None reported.
5. PSME Update.
 - Need report – Susan working on.
 - Would like touch screens – still researching.
 - Would like to use SARS for faculty office hours; message to student when faculty are available.
 - Students could use PSME lab while waiting.
6. Instructions for setting up SARS TRAK on website.
 - Send any feedback to Susan.